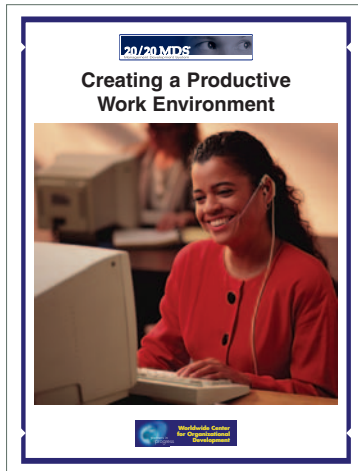


Creating a Productive Work Environment (Level C)



Underpinning Competencies

- Appraising People and Performance
- Change Orchestration
- Training, Coaching and Delegating
- People Enablement
- Driving Persistence

Linked Assessments (where applicable)

- Safety Effectiveness Profile

Elective

Establishing and maintaining a productive environment in which to work (whether you are a manufacturing, service, public or voluntary organisation) is one of the key areas of a manager's responsibility. You must have the right resources available, in the right quantities at the right time if things are to flow smoothly. Equipment has to be in working order and capable of doing its job or there will be downtime, waste and a drop in productivity that could be very hard to overcome.

Clearly, you have to remain within the legal framework that applies to the workplace and this can appear to be complex and confusing. As with the other elements that this module covers, it requires a cool and logical approach to ensure that the simplest issues as well as the most complex are clarified and made explicit.

Some of the underlying themes in this module are explored in greater detail in other modules, in particular "Operations Management" and "Satisfying Customer Requirements", which applies to you as a supplier and a customer to your internal and your external customers.

Objectives

At the end of this module you will be able to:

- identify external suppliers able to meet your criteria and develop sound relationships with them
- maintain a sufficient supply of acceptable resources for your operations to meet internal and external customer requirements
- plan and work to maintenance schedules
- establish systems for reporting accidents and areas for improvement.