



Process Leader

Course Duration / 15 Months

Level 4 Apprenticeship Standard

Overview of the role: Directing production activities and operations

Course Overview

Process leaders are found in organisations with high volume manufacturing or advanced manufacturing processes in which large volumes of products are made in assembly, moulding, metal processing, chemical processing, pharmaceutical, textiles, food and drink, or similar processes. They are also found in organisations with engineering operations or low volume manufacturing processes in which lower volumes of products are made in a bespoke or workshop type environment. The core knowledge, skills and behaviours of this apprenticeship will be developed and demonstrated in a specific manufacturing context and are broadly transferable to other manufacturing sectors.

Process leaders act autonomously as part of a wider production team and are responsible for the delivery of core production KPIs, people, budgets, equipment, materials, supplies, health, safety, environment and risk.

Typical job titles include

Process lead manager, Process leader, Production lead, Section Leader



Contact Us

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Process Leader Course Content

Knowledge:

- Principles of production/manufacturing techniques
- How to identify and procure sufficient, suitable resources (e.g. finance, staff, equipment, supplies) including use of management tools such as the Internet of Things (IoT) and Industry 4.0.
- Budgeting, forecasting and control of direct and indirect costs, fixed and variable costs including actual, accrued and committed costs.
- Lean operational and quality improvement practices such as workplace organisation, visual management, waste reduction and shop floor problem solving.
- Delivery of quality management and assurance systems.
- Problem definition: Cost of Poor Quality, problem analysis models such as Is/Is Not.
- Safe and professional working practices including health, safety, environment and legislative requirements relevant to the sector, the organisation and own role including the importance of reducing the energy, water and the minimisation of waste from packaging, scrap and production by-products. The product and process implications of using recycled materials.
- Production procedures and regulations to meet legislative/organisational requirements.
- Planning and project management principles, problem solving, relationship building and leading through KPIs.
- Employment law, employee rights and responsibilities, organisation staff management policies/procedures for e.g. recruitment, performance, development, discipline, grievance, equality/diversity, industrial relations.
- Theories of performance management and their use and organisations tools and policies for managing teams.
- The theory of managing, motivating and developing people.
- The purpose of organisational vision and goals and how these apply to teams.



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Process Leader Course Content

Knowledge:

- Awareness of the differing strengths team members have and how these can be effectively applied in the workplace.
- Approaches to colleague, stakeholder/ supplier relationship management including collaboration, negotiation, influencing, managing conflict, and networking.
- How to communicate and cascade information effectively at all levels and to a diverse audience.
- How to collect and analyse data and use basic statistical methods for decision making.
- How to use data to present a case to management when requesting change including graphs, charts and tables and where appropriate single page reporting.

Skills and Behaviours:

- Undertake and direct production activities and operations
- Problem Solving
- Resource Planning
- Managing HR Information
- Professionalism
- Decision Making
- Agile - flexible and adaptable to the needs of the organisation
- Inclusive
- Responsibility, Accountability and Resilience

Professional recognition:

This standard aligns with the following professional recognition:

- Achievement of the standard is designed to be recognised by relevant Professional Engineering Institutions such as the Institute of Engineering and Technology (IET) and the Institute of Mechanical Engineers (IMechE) for at the appropriate level of professional registration (EngTech).



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