



IMPROVEMENT TECHNICIAN

COURSE DURATION | 14 MONTHS

L3

APPRENTICESHIP STANDARD

Responsible for delivery and coaching of improvement activity within an area of responsibility.

Course Overview

Improvement Technicians are responsible for **delivery and coaching** of **improvement activity** within an area of responsibility, often associated with **Lean and Six Sigma methodologies**. They can be found across **all industry sectors** and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc.

Typical responsibilities for an improvement technician are:

- **Engaging team members** in the **identification of improvement opportunities** and relevant countermeasures and controls
- Initiating and **facilitating improvement activities** through to confirmed resolution
- **Providing local expertise** in business improvement methods and basic tools to team

Typically, Technicians work as a member of an **operational team** to resolve problems – **preventing re-occurrence, engaging others** in issues affecting them and to **support the improvement of performance**.

There are a **variety of job titles associated with the occupation**, these include, but are not limited to: Business Improvement Co-ordinator, Continuous Improvement Executive, Process Technician, Operational Excellence/Lean Engineer, Lean Six Sigma Yellow belt and Quality Control Analyst.



Education & Skills
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Training Centre

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COURSE CONTENT

Knowledge

- **Compliance:** Legislative and customer compliance requirements including health and safety
- **Team formation & leadership:** Improvement team roles and responsibilities in a change environment
- **Self-development:** Different sources for knowledge development
- **Project management:** Project charter, Gantt chart, reporting documentation, Red Amber Green (RAG) status, communication (verbal and non-verbal channels) and implementation plans
- **Change management:** Roles of the manager and leader within change. Influencing, reinforcement and coaching principles
- **Principles & methods:** Six Sigma principles per ISO13053 (International Organisation for Standardisation), interim containment actions, Lean principles
- **Project selection & scope:** Selection matrix, scoping tree
- **Problem definition:** Exploratory data analysis, data collection planning, problem and goal statements
- **Process mapping & analysis:** Supplier Input Process Output Customer (SIPOC), process mapping, value and waste analysis, performance metrics - discrete data
- **Data acquisition for analysis:** Data stratification, sampling theory, data types, variation types and sources, data collection tools, operational definition and principles of measurement error
- **Basic statistics & measures:** Control charts - discrete data
- **Process capability & performance:** Capability analysis - continuous data
- **Root cause analysis:** Histograms
- **Experimentation:** Active analysis versus one factor at a time, Plan Do Check Act
- **Identification & prioritisation:** Brainstorming, selection criteria
- **Sustainability & control:** Process

Skills

- **Communication:** Share improvement progress through appropriate reporting
- **Voice of the customer:** Apply techniques to identify customers, their requirements and translate these to metrics
- **Lean tools:** Apply techniques such as identification and removal of 8 wastes, 5S (Sort, Shine, Set, Standardise, Sustain), standard work, kaizen, visual displays and controls, error proofing, preventative maintenance
- **Data analysis-statistical methods:** Identify common and special cause variation
- **Benchmarking:** Recognise the value of sharing best practice

Behaviours

- **Drive for results:** Clear commitment for identifying opportunities and delivering improvements, pays attention to detail
- **Team-working:** Helps when asked, works effectively in a diverse team, considers impact of own actions on others, motivates peers
- **Professionalism:** Acts in a moral, legal and socially appropriate manner, aligns behaviours to the organisations values, trusted to working on own when appropriate
- **Continuous development:** Acts upon feedback, reflects on performance and has a desire for learning
- **Safe working:** Ensures safety of self and others, challenges safety