SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Business and Project Management					
TSC Title	Process Improvement and Optimisation					
TSC Description	Establish systems to discover critical processes and maximise these processes to achieve maximum efficiency in accordance with organisation procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-PIN-3016-1.1	ICT-PIN-4016-1.1	ICT-PIN-5016-1.1	
			Identify and Implement the adoption of process improvement and optimisation methods	Analyse and develop, review of plans for process improvement and optimisation	Devise strategies for the adoption of improvements and optimisation of processes	
Knowledge			• Regulatory requirements relating to environmental protection • Effects of environmentally sustainable work practices on work requirements • Tools and techniques used for process improvement • Organisational procedures relating to providing recommendations to improve implementation plans • Methods in collaboration with relevant stakeholders • Principles of implementing service improvement timelines • Mechanisms for monitoring and reporting outcomes when implementing improvements to work practices	• Regulatory requirements relating to environmental protection • Tools and techniques used for process improvement • Resource assessment and deployment methods • Business environment issues and impacts to be considered in developing process improvement concepts • Considerations in generating and translating process improvement ideas into workable concepts	• Regulatory requirements relating to environmental protection • Tools and techniques used for process improvement • Strategies used for process improvement • Techniques to project future areas for automaton • Projection of skills and training required for the adoption of changes • Methods to evaluate existing information and identify process improvement opportunities • Barriers to process improvement that can occur within the organisation	

Abilities					
			• Identify and propose opportunities for process improvement • Gather information on current workplace practices relating to environmentally sustainable work practices in consultation with relevant stakeholders • Determine root cause of performance gaps from the implementation of process improvement plans • Collaborate with stakeholders to validate findings • Identify improvements to implemented plans in consultation with relevant stakeholders. • Present ideas to relevant stakeholders for feedback to improve ideas and develop possible variations • Assist in pilot testing/ prototyping to determine effectiveness of process improvement concepts within a business unit	• Evaluate business function performance to identify and develop opportunities for process improvement • Develop plans for the implementation of improvements and optimisation of processes • Determine and deploy resources as required for enhancement of processes to be optimised • Conduct pilot testing/ prototyping to determine effectiveness of process improvement initiatives within a business unit • Review shortcomings and further refine processes	• Research and evaluate existing information to review and evaluate needs and opportunities for process improvement within organisation • Devise transformational initiatives to streamline business operations • Establish systems to support process improvement within the organisation to achieve business optimisation goals • Initiate company-wide reformation of processes to improve productivity • Review pilot testing/ prototyping results to determine feasibility of process improvement concepts across the organisation. • Filter and select suitable process improvement concepts and translate to organisational levels	
Range of Application					