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| **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** |  | | | | | |