

# SKSTEX21 - SQA Unit Code H9EM 04

## Contribute to the continuous improvement of operations



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### Overview

This standard is for those who identify ways in which to improve work activities and contribute to overcoming operational problems.

The job role may involve:

1. Identifying opportunities for improving operations
2. Taking corrective action
3. Making recommendations for changes and improvements to work activities and processes

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### Performance criteria

- You must be able to:*
- P1 investigate operational problems and identify their causes
  - P2 obtain accurate and up-to-date information about work operations
  - P3 report problems in operations that effect production
  - P4 discuss suggestions and ideas for solving problems with other relevant people
  - P5 make recommendations for improvements to appropriate people in accordance with organisational procedurere
  - P6 identify potential results of recommended improvements
  - P7 gathering relevant information to support your proposed recommendations
  - P8 identify the resources needed to implement the proposed improvements
  - P9 help to implement improvements in work processes
  - P10 take corrective action within your own area of responsibility
  - P11 complete and store accurate records and documentation

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to receive work instructions and specifications and interpret them accurately
- K2 how to make use of the information detailed in specifications and instructions
- K3 likely problems with work operations and their causes
- K4 appropriate forms of corrective action to solve such problems
- K5 the limits of your own authority when taking corrective action
- K6 who to inform of problems and possible solutions
- K7 the types of information needed to assess the nature of problems and where it can be obtained
- K8 sources of potential improvements to work operations and their implications
- K9 how to support recommendations with appropriate information
- K10 how to present findings and recommendations
- K11 who to present recommendations to
- K12 the importance of achieving quality and its relation to the end user/customer
- K13 the production process and how your specific work activities relate to the whole process
- K14 safe working practices and organisational procedures
- K15 limits of your own responsibility
- K16 ways of resolving with problems within the work area, and within limits of personal responsibility
- K17 the production process and how your specific work activities relate to the whole process
- K18 the importance of effective communication with colleagues
- K19 the lines of communication, authority and reporting procedures
- K20 the organisation's rules, codes and guidelines (including timekeeping)
- K21 the companies quality standards
- K22 the types of records kept, how are they completed and the importance of keeping them accurate
- K23 the importance of complying with written instructions
- K24 equipment operating procedures / manufacturers' instructions
- K25 statutory responsibilities under Health, Safety and Environmental legislation and regulations

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<b>Developed by</b>	Creative Skillset
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<b>Version number</b>	5
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<b>Date approved</b>	January 2013
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<b>Indicative review date</b>	April 2017
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Creative Skillset
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<b>Original URN</b>	TEX21
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<b>Relevant occupations</b>	Manufacturing technologies; Crafts, creative arts and design; Design Associate Professionals; Textile and Garment Trades
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<b>Suite</b>	Manufacturing Textile Products
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<b>Key words</b>	Textiles; material; fabric; production; improvement; quality; inspection
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