

SVQs and NPA in Business Improvement Techniques



SVQ



Qualifications in Business Improvement Techniques



Business Improvement Techniques

The competitive nature of today's business environment means that the workforce has to be fully equipped with skills and competences. Staying one step ahead of the competition also means that employers and employees constantly have to work to improve their ways of working.

In an effort to help improve services to customers, eliminate waste and enhance the quality of their products or services, many organisations are adopting new systems such as Lean Management or Six Sigma.

SQA's SVQs and National Progression Award (NPA) in Business Improvement Techniques are a great way of making sure the relevant people in your business have the skills and knowledge they need to be proficient in these crucial systems and to make a difference to your business.

SVQ



SVQs in Business Improvement Techniques

The three SVQs in Business Improvement Techniques meet the National Occupational Standards in the elements required for both Lean Management and Six Sigma. Candidates achieving the qualification will be recognised as having attained the necessary skills and level of competence.

It's easy to start training one or more of your staff members for the SVQs in Business Improvement Techniques – see the back of this leaflet for details on how to find out more. Here are some of the advantages the SVQs can bring to your organisation:

- improve your business activities by applying continuous improvement methods
- encourage your organisation to focus on improving processes and eliminating all forms of waste
- improve overall business performance by maximising profits, while reducing costs
- boost employee morale and help with recruitment and retention

For employees themselves, an SVQ in Business Improvement Techniques can lead to:

- wide recognition of their skills and achievements – throughout the UK, Europe and beyond
- well-structured opportunities to improve skills and career prospects
- greatly enhanced job satisfaction and achievement





National Progression Award (NPA) in Business Improvement Techniques

This qualification has been developed for companies and individuals who are embarking on the road to 'Lean' or Six Sigma. It is a short programme consisting of three Units from the level 2 SVQ. The Units cover some of the fundamental principles and techniques of Lean/Six Sigma, and equip candidates with essential skills and competences in:

Contributing to Effective Team Working

Applying Workplace Organisation Techniques

Applying Continuous Improvement Techniques

Successful candidates will be able to progress to the full SVQ, and the Units already achieved will count towards the SVQ.

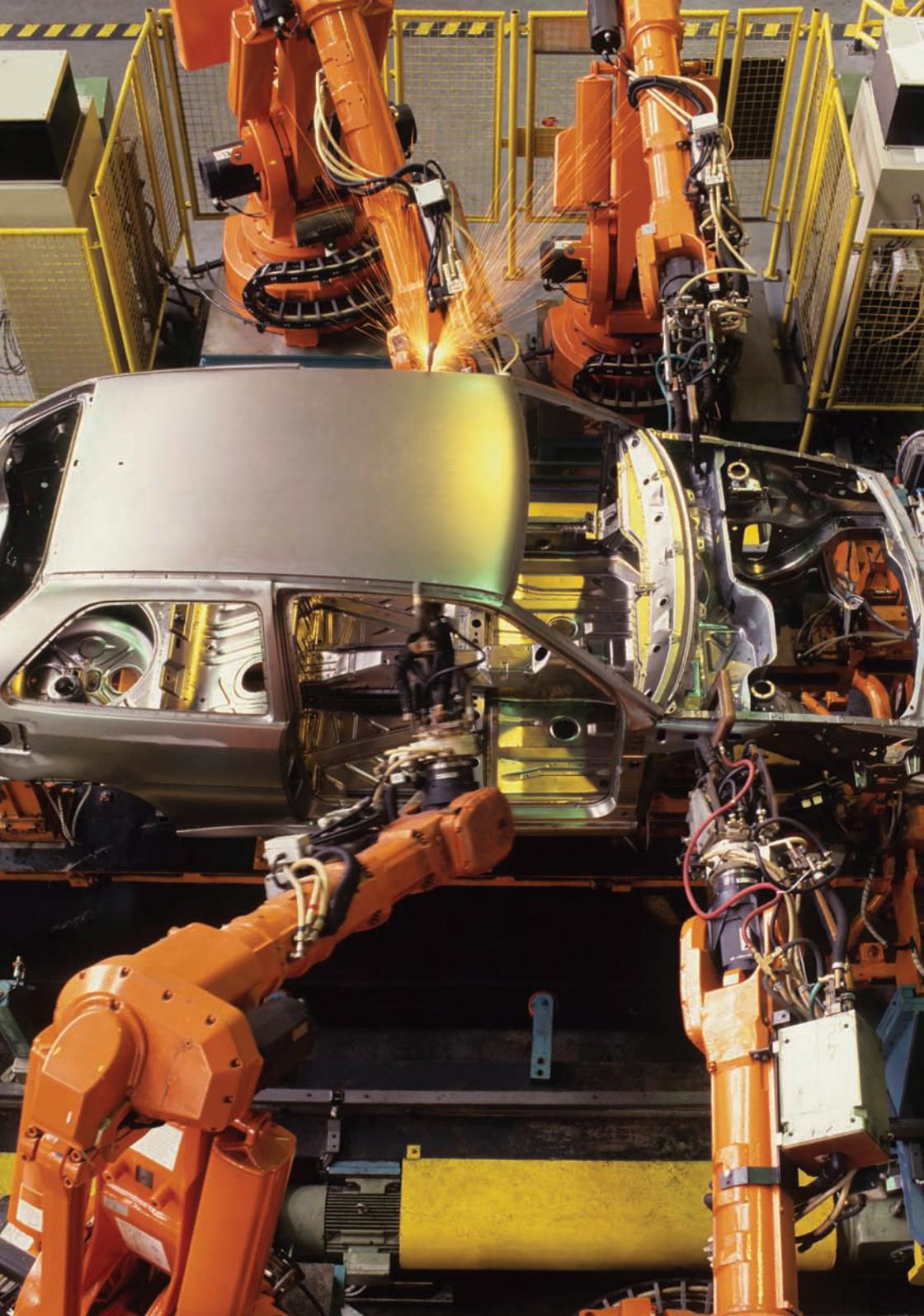
The SVQs

At all levels, candidates can choose to do the qualification in one of two contexts: improving the way you work (the 'Process Improvement' pathway), or improving the quality of your products and services (the 'Quality Improvement' pathway).

Both pathways involve candidates achieving competences in a core of relevant business techniques and requirements (such as team working, safety, and leadership).

The Process Improvement pathways amplify this by covering improvement techniques such as Continuous Improvement (Kaizen), Visual Management techniques, and various types of analysis.

Quality Improvement pathways cover, amongst other vital techniques and strategies for enhancing quality, Six Sigma, process control, and systems analysis.



Business Improvement Techniques: level 2 (Process Improvement and Quality Improvement pathways)

This SVQ has been designed for:

- workers (in a team) involved in business improvement who wish to have their business improvement competences recognised
- new employees who have completed some business improvement training and are now acquiring experience
- people at all levels who require a fundamental understanding of business improvement practices

Business Improvement Techniques: level 3 (Process Improvement and Quality Improvement pathways)

This SVQ has been designed for:

- supervisors, team leaders or facilitators who carry out business improvement activities
- people who are being prepared to take on business improvement responsibilities

through their Continuous Professional Development

- people at all levels who require a more in-depth understanding of business improvement practices

Business Improvement Techniques: level 4 (Process Improvement and Quality Improvement pathways)

This SVQ has been designed for:

- managers and others with overall responsibilities for making business improvements and achieving business objectives
- people who are being prepared to take on business improvement management responsibilities through their Continuous Professional Development
- full-time business improvement facilitators delivering improvement training throughout the business
- people who require an in-depth understanding of business improvement practices

How do I find out more?

The SVQs in Business Improvement Techniques are awarded by the Scottish Qualifications Authority.

If you'd like to know more about the SVQs, please get in touch with our Customer Contact Centre:

Tel: **0845 279 1000**

Fax: **0845 213 5000**

E-mail: **customer@sqa.org.uk**

Or see our website:

www.sqa.org.uk



Customer Contact Centre
T: 0845 279 1000 E: customer@sqa.org.uk W: www.sqa.org.uk
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