

Business Improvement Techniques - Diploma – QBIT3/Q1

Duration – 9 Months (Approx.)

Interest and Need

The primary objective of Business Improvement Techniques is to improve business performance as a whole. This is achieved by engaging and empowering people at all levels within the organisation, from senior managers, middle management, supervisors and all other employees.

Course Overview

The initial course consists of a 5 day classroom activity where, through co-operative learning, the candidates are introduced to and become familiar with the various techniques needed to lead improvements. Following that, there is a nine month period supported by their trainer/ assessor where the candidates apply what they have learned to real organizational issues using a team based approach, and show an underpinning understanding of the techniques they use by answering theory questions.

Upon satisfactory completion of three improvement projects and underpinning knowledge, the learners are presented with a certificate of competence – a Level 3 Diploma in Business Improvement Techniques.

QBIT3/Q1 - Quality Pathway - which uses Six Sigma Disciplines to identify and eliminate defects which arise from processes which do not produce consistently good product or service.

Upon completion of the Quality Pathway learners will be able to:

- Ensure that work is carried out safely
- Work effectively as a team
- Map a process using Six Sigma Methodology
- Understand Key Process Input and Output variables of a process
- Use basic statistical methods to understand variation in a process
- Improve a process by reducing variation