



Business Improvement Techniques (BIT) Level 2

Public Sector

Course Context

The NAC BIT engagement is led by a lean consultant. A team of 3 (1 consultant and 2 lean trainers) will facilitate Business Process Improvements (BPI) focusing on Quality, Cost & Delivery to groups of 10 - 12. The Level 2 qualification in Business Improvement Techniques is focused at Staff members, Team Leaders and Managers. It is designed to give your staff skills in lean tools & techniques that they can use in the long term.

Candidates will gain the knowledge, understanding and application skills needed to participate in transformation teams within the sector. At the end of the course the NAC team will quantify and demonstrate the Impact our delivery has made to your organisation.

We will run 3 x 2 day sessions over a 8 - 12 week period covering the tools and techniques relevant to the BIT 2 qualification. The core tools that will be covered are:-

- Complying with statutory regulations and organisational safety requirements
- Contributing to Effective Team Working
- Applying workplace organisation techniques
- Applying continuous improvement techniques (Kaizen) in the Workplace
- Creating Visual Management Systems
- Structured Problem Solving

It may be possible to offer additional support to candidates on certain units. Our consultants will work with you to establish your requirements and offer you the best pathway.

Who Should Complete the Course?

- Transformation Managers
- Transformation team members
- Staff

Course context

The NAC unique approach to BIT comes in 4 stages

1. **Diagnostic** - Our consultants will lead an analysis that will identify the target area or department within your company that will be the focus for NVQ delivery.
2. **Service Excellence Needs Analysis (SENA)** - The SENA is carried out by our consultants and trainers and details the processes undertaken by your team to achieve their outputs.
3. **NVQ** - Our trainers then deliver the Business Improvement Techniques NVQ in order to attempt to reduce the steps, and therefore cost, based on the process map.
4. **Impact** - This is the most important part of NAC's delivery and provides you with quantifiable evidence on the time and cost savings that our delivery has made for your organisation.

Course Style

The programme consists of a combination of knowledge, practical application & demonstration. The knowledge will be delivered by your consultant / facilitator through the use of workbooks, PowerPoint presentations and group activities. The practical application will take the form of work based improvement activities, led by your consultant / facilitator, in your own organisation. The learning will take place in an off-the-job group environment through a combination of teaching & group activities.

Your assessors will observe the activity based work that you produce - this will be based on practical application of the projects undertaken. The assessor will guide you in evidence collection, provide you with feedback on your progress and identify any evidence gaps against the BIT Level 2 achievement criteria.

Outcomes

- Improved business performance
- Motivated staff
- More efficient working practices
- Reduced costs & waste
- An understanding amongst your workforce of continuous improvement
- A better qualified workforce

Learning Outcomes

- Understand the concept of a lean environment
- Understand the principles and techniques of workplace organisation
- Be able to demonstrate the use of workplace organisation to improve the work environment
- Produce a flow process analysis / Process Map
- Measure and monitor business improvement through applying small incremental changes
- Be able to understand problem solving techniques
- Understand the advantages of team working
- Understand key features of health and safety requirements
- Be able to participate in improvement activities

Course Costs

NAC works with a number of Further Education Colleges which are able to offer the BIT Level 2 course for free in many cases. Please contact us to find out whether you would qualify for FREE training.

Course Venue

The Course will be facilitated at the delegates' place of work.

Accreditation

Our NVQ courses are accredited by Edexcel, City and Guilds and EAL, three of the country's leading Awarding Bodies. They are also nationally recognised and transferable.

Duration

Minimum 6 Days contact over a period of 8 - 12 weeks. However our consultants will work with you to establish a timeframe that best suits your business and the learners needs.

Case Studies

Worcestershire County Council - Planning Minutes

A Service Excellence Programme of Lean Consultancy and Training was used to analyse the current production of 'Planning Minutes' within Worcestershire's Democratic Services.

A cross-functional team of staff came together to discuss areas of concern and identify opportunities for improvement. Having identified the planning and delivery of minutes as an important area to improve, NAC delivered its unique Service Excellence Needs Analysis (SENA) which outlined the processes involved and mapped the activities to enable the team to identify the 'wastage' at each stage.

Each member of the team took - and passed - Business Improvement Techniques, which gave the team and the process the following benefits:

- A reduced process lead time of 1680 minutes or four days - a 20% reduction!
- A reduction in delays for drafting and approving 'Planning Minutes.'
- 100% of minutes now produced within the 14 day target - up from 78% in 2006/07.
- Potential total savings - on the production of minutes alone, in this one department - of £28500 per year.

Hereford and Worcestershire Fire and Rescue Service - Absence Management

Hereford and Worcestershire Fire and Rescue Service engaged with NAC to improve their absence management procedure.

The chosen team focussed on improving customer delivery and service, improving accuracy, eliminating waste and reducing duplication.

NAC Lean experts conducted a Productivity Needs Analysis (PNA) and Service Excellence Needs Analysis on the process and, following the completion by all staff of the BIT qualification, the team benefited from the following improvements:

- A 20% reduction in the number of steps involved in the absence process
- Reduction in work content time of 50 minutes per incident of absence
- Annual financial savings of £7430 per incident
- Better quality absence data

NAC's Business Improvement Techniques qualification could help your organisation make savings and improve productivity. Contact us now to find out more and to sign up.

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