

Supervise Work Improvement Processes (Blended) MF-COM-303E-1

Code: SWIP

Duration: 16 Hours

Synopsis:

This module is developed to enable learners to acquire knowledge and skills in planning, implementing and standardising work improvement processes at their workplaces.

Course Objective:

On completion of this module, learners will be able to supervise work process improvement in their workplaces.

Course Outline:

The knowledge and skills covered in this module include:

Skills:

- Plan work improvement activities
- Implement work improvement processes
- Standardise improved work processes

Knowledge:

- Organisational goals
- Team's key performance indicators
- Principles of continuous process improvement
- Communication modes and barriers
- Roles and responsibilities of work teams
- Resources requirements for work teams
- Importance of an action plan
- Structure of an effective action plan
- Applications of continuous process improvement techniques
- Purpose of control mechanisms
- Ways to resolve issues related to implementation of improvement activities
- The purpose of training and facilitating the work teams
- Methods of evaluating the work teams' results
- Format of a report
- Purpose of documenting changes in work processes
- Types of stakeholders

For Whom:

Suitable for Line or Team Leaders, Technicians, Supervisors and Engineers.

Entry Requirements:

Participants are assumed to:

- Have completed 'O' Level or equivalent; or
- Have the ability of:
 - Basic knowledge of the Singapore Workplace Safety and Health requirements;
 - Follow written and oral work instructions;
 - Listen, read and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 5;
 - Manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 5.

Training Medium:

This module is conducted in English.

Training Methodology:

This module is delivered through e-learning, lectures, group activities and demonstration.

Essential Requirement:

Participants are required to bring their personal laptop for the work assignment.

Assessment Methodology:

The assessment is conducted through oral/written assessment, work assignment and presentation.

Certification:

An individual who completes a module will be awarded a Statement of Attainment (SOA).