

PRO 004

PROCEDURE

CONTINUOUS IMPROVEMENT

1. SCOPE

This document describes the process for identifying and implementing improved, methods, techniques, and technology, and emerging learning, development and assessment processes

2. PURPOSE

- 2.1 To identify sources of continuous improvement opportunities
- 2.2 To describe a process for implementing and monitoring continuous improvement

3. DEFINITIONS

Continuous improvement – a process of improving methods, products, systems and quality

4. ACTION

4.1 The most likely sources of continuous improvement opportunities come from within the organisation and include:

- Staff innovation
- Learner suggestion
- Mistakes
- Assessment documentation
- Evaluation sheets
- The Curriculum Review Committee (CRC)
- External sources of continuous improvement could include:
- Other organisations (not necessarily in the same business)
- Government (State, Federal, Local)
- Consultants
- Industry magazines
- Internet

4.2 The process of continuous improvement is often *ad hoc* and informal particularly in dynamic organisations. For continuous improvement to be of real value it MUST be documented. (Note: Procedure PRO 003 Dissemination of Procedures provides for changes via a LPP Improvement Form this may be sufficient for minor changes to procedures or policies).

In the event that an improvement is made to a process method or product it will need to be:

Any identified patterns, negative or positive, to be discussed at Staff Meetings and systems to then be adjusted accordingly.



- **Approved** – management must approve any continuous initiatives for a number of reasons:
 - checks and balances
 - due diligence
 - duty of care
 - budget assessment

- **Monitored** – often what seems like a good idea at the time or works well in one situation may not be any good at other times or in other situations.
 The monitoring program must identify:
 - when to monitor (e.g. hourly? daily? weekly? monthly? etc)
 - who will monitor (e.g. management? staff? learners?)
 - how to monitor (e.g. type of information, paper, electronic, records, filing)
 - reporting process (e.g. to management? to staff and management? to Curriculum Review Committee? how often?)

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REFERENCED DOCUMENTS

PRO 003 - Dissemination of Procedures

DR 053 - Continuous Improvement Suggestion Form

DR 022 - Have your Say

DR 041 - Destination Survey

DR 052 - Destination Survey Tally Sheet

ASS 007 – Student Evaluation Form