



## Level 3 NVQ Diploma In PROCESS IMPROVEMENT PATHWAY

### Evidence Logbook

Qualification recognition number: 601/3761/7  
Qualification Reference: L3NVQDBIT

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# Assessment Principles

## 1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

## 2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

## 3. Definitions

### 3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

### 3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational

knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

### 3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

### 3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

### 3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

## Evidence Requirements for the Level 3 NVQ Diploma in Business-Improvement Techniques - Process Improvement

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

### How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

### Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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## Component 1: Leading Effective Teams

Component Reference Number: T/600/5306

Level: 3

Credit: 9

GL: 26

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
<b>You must be able to:</b>			
<b>1 Lead effective teams</b>			
1.1 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.2 Work in accordance with the roles and responsibilities identified for the team leader role			
1.3 Obtain the authority and support for the release of the necessary resources to carry out the team activities			
1.4 Consult with appropriate people in order to secure the release of the following resources: <ul style="list-style-type: none"> <li>• people involved</li> <li>• work space/work area required</li> <li>• documentation and information required</li> </ul>			
1.5 Set realistic and achievable goals and objectives for their team, in accordance with the targets set for themselves or for the work area/activity			

1.6 Prioritise the work activities to achieve the objectives, cost-effectively and efficiently			
1.7 Develop action plans which clearly identify activities and responsibilities required to meet the team targets: <ul style="list-style-type: none"> <li>• for themselves</li> <li>• for the team</li> </ul>			
1.8 Determine and agree individual roles and responsibilities, and coach/mentor their team, focusing on the objectives that have been set			
1.9 Monitor the performance of their team against the goals and objectives which have been set, and communicate this to the relevant people			
1.10 Communicate effectively with: <ul style="list-style-type: none"> <li>• management</li> <li>• peers</li> <li>• subordinates</li> </ul>			
1.11 Communication must include: <ul style="list-style-type: none"> <li>• verbal</li> <li>• written</li> <li>• electronic methods</li> </ul>			
1.12 Consult with subject specialists when required, to gain the necessary information to support the team goals and objectives			

1.13 Deal promptly and effectively with any problems within their control, and report those that cannot be resolved			
<b>2 Know how to lead effective teams</b>			
2.1 Describe the roles and responsibilities of themselves and others under the Health and Safety at Work Act			
2.2 Describe the business targets set for their area of responsibility, and how to set personal, individual and team targets to achieve them (action planning)			
2.3 Explain how to prioritise their own and their team's workload to ensure that targets are met			
2.4 Explain how to communicate effectively, listen, question, support and coach others to work towards the business targets			
2.5 Explain how to present information effectively to management, peers or team members, using different methods			
2.6 Explain how to conduct a team performance review and how to involve the team in brainstorming activities to identify opportunities, threats and solutions			
2.7 Describe the types of conflict and problem that might emerge between work activities			



2.8 Describe the organisational processes and procedures required to run their area of responsibility effectively (such as quality procedures, code of conduct, standard operations, problem resolution procedures)			
2.9 Describe the improvement tools and techniques being used in their area of responsibility (such as hourly count monitor, TAKT time, continuous flow process, flexible manpower systems, quality level, defects per million opportunities, workplace organisation)			
2.10 Describe the specialist help that they may require in their area of responsibility, and how this can be obtained			
2.11 Explain how to structure and lead a team event, and the presentation materials and work documentation required			
2.12 Explain how to train others in the processes and procedures relevant to them, and their area of responsibility			
2.13 Explain how to monitor and check that their team is working to identified quality and safety standards			
2.14 Describe the extent of their own authority, and to whom they should report in the event of problems that they cannot resolve			

**Learner declaration of authenticity:**

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

**Assessor sign off of completed component:**

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

## Component 2: Complying with Statutory Regulations and Organisational Safety Requirements

Component Reference Number: A/601/5013

Level: 2

Credit: 5

GL: 35

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
<b>You must be able to:</b>			
<b>1 Comply with statutory regulations and organisational safety requirements</b>			
1.1 Comply with their duties and obligations as defined in the Health and Safety at Work Act			
1.2 Demonstrate their understanding of their duties and obligations to health and safety by: <ul style="list-style-type: none"> <li>• applying in principle their duties and responsibilities as an individual under the Health and Safety at Work Act</li> <li>• identifying, within their organisation, appropriate sources of information and guidance on health and safety issues, such as:               <ul style="list-style-type: none"> <li>- eye protection and personal protective equipment (PPE)</li> <li>- COSHH regulations</li> <li>- Risk assessments</li> </ul> </li> <li>• identifying the warning signs and labels of the main groups of hazardous or dangerous substances</li> <li>• complying with the appropriate statutory regulations at all times</li> </ul>			

1.3 Present themselves in the workplace suitably prepared for the activities to be undertaken			
1.4 Follow organisational accident and emergency procedures			
<p>1.5 Comply with emergency requirements, to include:</p> <ul style="list-style-type: none"> <li>• identifying the appropriate qualified first aiders and the location of first aid facilities</li> <li>• identifying the procedures to be followed in the event of injury to themselves or others</li> <li>• following organisational procedures in the event of fire and the evacuation of premises</li> <li>• identifying the procedures to be followed in the event of dangerous occurrences or hazardous malfunctions of equipment</li> </ul>			
1.6 Recognise and control hazards in the workplace			
<p>1.7 Identify the hazards and risks that are associated with the following:</p> <ul style="list-style-type: none"> <li>• their working environment</li> <li>• the equipment that they use</li> <li>• materials and substances (where appropriate) that they use</li> <li>• working practices that do not follow laid-down procedures</li> </ul>			

1.8 Use correct manual lifting and carrying techniques			
1.9 Demonstrate one of the following methods of manual lifting and carrying: <ul style="list-style-type: none"> <li>• lifting alone</li> <li>• with assistance of others</li> <li>• with mechanical assistance</li> </ul>			
1.10 Apply safe working practices and procedures to include: <ul style="list-style-type: none"> <li>• maintaining a tidy workplace, with exits and gangways free from obstruction</li> <li>• using equipment safely and only for the purpose intended</li> <li>• observing organisational safety rules, signs and hazard warnings</li> <li>• taking measures to protect others from any harm resulting from the work that they are carrying out</li> </ul>			
<b>2 Know how to comply with statutory regulations and organisational safety requirements</b>			
2.1 Describe the roles and responsibilities of themselves and others under the Health and Safety at Work Act, and other current legislation (such as The Management of Health and Safety at Work Regulations, Workplace Health and Safety and Welfare Regulations, Personal Protective Equipment at Work Regulations, Manual Handling Operations			

Regulations, Provision and Use of Work Equipment Regulations, Display Screen at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)			
2.2 Describe the specific regulations and safe working practices and procedures that apply to their work activities			
2.3 Describe the warning signs for the seven main groups of hazardous substances defined by Classification, Packaging and Labelling of Dangerous Substances Regulations			
2.4 Explain how to locate relevant health and safety information for their tasks, and the sources of expert assistance when help is needed			
2.5 Explain what constitutes a hazard in the workplace (such as moving parts of machinery, electricity, slippery and uneven surfaces, poorly placed equipment, dust and fumes, handling and transporting, contaminants and irritants, material ejection, fire, working at height, environment, pressure/stored energy systems, volatile, flammable or toxic materials, unshielded processes, working in confined spaces)			
2.6 Describe their responsibilities for identifying and dealing with hazards and reducing risks in the workplace			

<p>2.7 Describe the risks associated with their working environment (such as the tools, materials and equipment that they use, spillages of oil, chemicals and other substances, not reporting accidental breakages of tools or equipment and not following laid-down working practices and procedures)</p>			
<p>2.8 Describe the risks associated with their working environment (such as the tools, materials and equipment that they use, spillages of oil, chemicals and other substances, not reporting accidental breakages of tools or equipment and not following laid-down working practices and procedures)</p>			
<p>2.9 Describe the first aid facilities that exist within their work area and within the organisation in general; the procedures to be followed in the case of accidents involving injury</p>			
<p>2.10 Explain what constitute dangerous occurrences and hazardous malfunctions, and why these must be reported even if no-one is injured</p>			
<p>2.11 Describe the procedures for sounding the emergency alarms, evacuation procedures and escape routes to be used, and the need to report their presence at the appropriate assembly point</p>			

2.12 Describe the procedures for sounding the emergency alarms, evacuation procedures and escape routes to be used, and the need to report their presence at the appropriate assembly point			
2.13 Describe the protective clothing and equipment that is available for their areas of activity			
2.14 Explain how to safely lift and carry loads, and the manual and mechanical aids available			
2.15 Explain how to prepare and maintain safe working areas; the standards and procedures to ensure good housekeeping			
2.16 Describe the importance of safe storage of tools, equipment, materials and products			
2.17 Describe the extent of their own authority, and to whom they should report in the event of problems that they cannot resolve			

**Learner declaration of authenticity:**

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

**Assessor sign off of completed component:**

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:



### Component 3: Applying Workplace Organisation Techniques

Component Reference Number: J/600/5309

Level: 3  
 Credit: 14  
 GL: 51

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
<b>You must be able to:</b>			
<b>1 Apply workplace organisation techniques</b>			
1.1 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.2 Co-ordinate and apply the process of workplace organisation within the chosen work area, and establish the area score			
1.3 Identify and confirm where information, resources or equipment is missing or is in surplus, and what improvements can be made			
1.4 Produce changes to standard operation procedures (SOPs), and visual controls that everyone works to within the area			
1.5 Make changes to standard operating procedures which cover three of the following: <ul style="list-style-type: none"> <li>• cleaning of equipment/work area</li> <li>• maintenance of equipment</li> <li>• health and safety</li> <li>• process procedures</li> </ul>			

<ul style="list-style-type: none"> <li>• manufacturing operations/working processes</li> <li>• quality systems</li> <li>• regulatory compliance system</li> </ul>			
<p>1.6 Make changes to visual controls, which cover three of the following:</p> <ul style="list-style-type: none"> <li>• producing shadow boards or an alternative (such a labelled racking and storage systems) to standardise the storage and location of area resources and/or equipment</li> <li>• colour coding</li> <li>• line status systems (such as line, process system)</li> <li>• skills matrix</li> <li>• performance measures</li> <li>• process control boards</li> <li>• improvement systems</li> <li>• planning systems</li> </ul>			
<p>1.7 Make improvements to the workplace organisation and establish the new improved area score</p>			
<b>2 Know how to apply workplace organisation techniques</b>			
<p>2.1 Describe the health and safety requirements of the area in which they are carrying out the workplace organisation activity</p>			

2.2 Describe the factors to be considered when selecting a work area for an activity (to include: cleanliness, health and safety, product quality, equipment and organisation)			
2.3 Describe the procedure used to identify and address surplus or missing equipment or resources (such as carrying out a 'red tagging' exercise)			
2.4 Explain how to arrange and label the necessary resources or equipment for rapid identification and access			
2.5 Explain how to correlate information to create or update standard operating procedures (SOPs) or other approved documentation			
2.6 Explain how to evaluate and prioritise the improvements required for the workplace			
2.7 Explain how to evaluate and prioritise the improvements required for the workplace			
2.8 Describe the techniques required to communicate information using visual control systems (such as shadow boards, performance charts, KPI's)			
2.9 Describe the extent of their own authority, and to whom they should report in the event of problems that they cannot resolve			

**Learner declaration of authenticity:**

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Date:

**Assessor sign off of completed component:**

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Assessor name:

Signature:

Date:

## Component 4: Applying Continuous Improvement Techniques \_Kaizen\_

Component Reference Number: D/600/5316

Level: 3

Credit: 18

GL: 55

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
<b>You must be able to:</b>			
<b>1 Apply continuous improvement techniques (Kaizen)</b>			
1.1 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.2 Plan the Kaizen process to the agreed work area/activity to include plan, do, check, act			
1.3 Establish objectives and targets for the Kaizen activity			
1.4 Carry out the Kaizen activity within the chosen work area/activity			
1.5 Identify and confirm waste, problems or conditions within the work area or activity and what improvements can be made			
1.6 Identify and confirm improvements within the working area/activity which cover three of the following: <ul style="list-style-type: none"> <li>• reduction in cost</li> <li>• improved health, safety and/or working environment</li> <li>• improved quality</li> <li>• improved regulatory compliance</li> </ul>			

<ul style="list-style-type: none"> <li>• improvements to working practices</li> <li>• reduction in lead time</li> <li>• reduction in waste and/or energy usage</li> <li>• improved customer service</li> <li>• improved resource utilisation</li> </ul>			
<p>1.7 Co-ordinate and carry out a structured waste elimination activity, based on the identified wastes, problems or conditions</p>			
<p>1.8 Produce changes to standard operating procedures (SOPs), or other approved documentation that will sustain the improvements resulting from the Kaizen activity</p>			
<p>1.9 Identify and apply improvements, which cover three of the following:</p> <ul style="list-style-type: none"> <li>• cleaning of equipment or work area</li> <li>• maintenance of equipment</li> <li>• health and safety</li> <li>• process procedures</li> <li>• manufacturing operations or work area operations</li> <li>• quality system</li> <li>• regulatory compliance systems</li> </ul>			
<p>1.10 Determine and calculate measures of performance for quality, cost and delivery</p>			

<p>1.11 Determine and calculate one of the following quality measures:</p> <ul style="list-style-type: none"> <li>• not right first time (as a percentage or as parts per million (PPM))</li> <li>• company-specific quality measure</li> </ul>			
<p>1.12 Determine and calculate one of the following measures:</p> <ul style="list-style-type: none"> <li>• delivery schedule achievement</li> <li>• company-specific delivery or service measure</li> </ul>			
<p>1.13 Determine and calculate one of the following cost measures:</p> <ul style="list-style-type: none"> <li>• parts per operator hour (PPOH)</li> <li>• production volume</li> <li>• value added per person (VAPP)</li> <li>• overall equipment effectiveness (OEE)</li> <li>• stock turns</li> <li>• floor space utilization (FSU)</li> <li>• cost breakdown (such as labour, material, energy and overhead)</li> <li>• company-specific cost measure</li> </ul>			
<p>1.14 Calculate and visually represent the optimum resources required for a process based on customer demand</p>			

<p>1.15 Provide comparisons of the agreed work area/activity before and after the kaizen activity to confirm improvements using key performance indicators</p>			
<p>1.16 Record and show business improvements, using one of the following key performance indicators:</p> <ul style="list-style-type: none"> <li>• not right first time (as a percentage or as parts per million (PPM))</li> <li>• company-specific quality measure</li> <li>• delivery schedule achievement</li> <li>• company-specific delivery measure</li> <li>• parts per operator hour (PPOH)</li> <li>• production volume</li> <li>• value added per person (VAPP)</li> <li>• overall equipment effectiveness (OEE)</li> <li>• stock turns</li> <li>• floor space utilization (FSU)</li> <li>• cost breakdown (such as labour, material, energy and overhead)</li> <li>• company-specific cost measure</li> </ul>			
<p><b>2 Know how to apply continuous improvement techniques (Kaizen)</b></p>			



2.1 Describe the health and safety requirements of the area in which they are carrying out the Kaizen activity			
2.2 Explain how a work area/activity is selected for the Kaizen activity			
2.3 Describe the principles for the deployment of Kaizen (such as where a culture focuses on sustained continuous improvement, aiming at eliminating waste in all systems and processes in the organisation and supply chain)			
2.4 Describe the eight wastes (over-production, inventory, transport, over-processing, waiting time, operator motion, bad quality, failure to exploit human potential) and how to eliminate them			
2.5 Describe the eight wastes (over-production, inventory, transport, over-processing, waiting time, operator motion, bad quality, failure to exploit human potential) and how to eliminate them			
2.6 Describe the eight wastes (over-production, inventory, transport, over-processing, waiting time, operator motion, bad quality, failure to exploit human potential) and how to eliminate them			
2.7 Describe the application of the Deming cycle (plan, do, check, act)			

2.8 Explain how to carry out a Kaizen activity and establish measurable improvements			
2.9 Explain how to distinguish facts from opinions in order to identify improvement actions			
2.10 Explain how improvements to the process are achieved by engaging the knowledge and experience of the people involved in the process			
2.11 Explain how to encourage people to identify potential improvements			
2.12 Explain how to evaluate improvement ideas in order to select those that are to be pursued			
2.13 Explain how to set quantifiable targets and objectives			
2.14 Explain how to produce/propose the creation of or changes to standard operating procedures (SOPs) or other approved documentation			
2.15 Describe the techniques used to visually communicate the work of the Kaizen activity to participants and others			

<p>2.16 Describe the application of the business' key measures of competitiveness (such as the former DTI's seven measures: delivered right first time, delivery schedule achievement, people productivity, stock turns, overall equipment effectiveness, value added per person, floor space utilisation)</p>			
<p>2.17 Describe the application of the business' key measures of competitiveness (such as the former DTI's seven measures: delivered right first time, delivery schedule achievement, people productivity, stock turns, overall equipment effectiveness, value added per person, floor space utilisation)</p>			
<p>2.18 Explain how to calculate the required production rate for a process by using a calculation (such as Takt Time)</p>			
<p>2.19 Explain how to calculate the optimal resources (such as people, equipment, facilities and materials) required for a process based on customer demand</p>			
<p>2.20 Describe the techniques used to distribute work content to balance cycle times to the rate of customer demand, and how to visually represent it (e.g. line balance and process displays)</p>			

<p>2.21 Describe the techniques used to distribute work content to balance cycle times to the rate of customer demand, and how to visually represent it (e.g. line balance and process displays)</p>			
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<p><b>Learner declaration of authenticity:</b> I declare that the work presented for this component is entirely my own work.</p>	
<p>Learner signature:</p>	<p>Date:</p>

<p><b>Assessor sign off of completed component:</b> I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.</p>	
<p>Assessor name:</p>	
<p>Signature:</p>	<p>Date:</p>

## Component 5: Developing Visual Management Systems

Component Reference Number: K/600/5318

Level: 3

Credit: 13

GL: 41

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
<b>You must be able to:</b>			
<b>1 Develop visual management systems</b>			
1.1 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.2 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.3 Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
1.4 Identify and confirm the key performance indicators that will be displayed in the work area			
1.5 Produce or make changes to standard operating procedures (SOPs), and visual controls that everyone works to within the area			

<p>1.6 Create and update visual management systems that promote six of the following:</p> <ul style="list-style-type: none"> <li>• health and safety</li> <li>• quality/zero defects</li> <li>• process concerns or Corrective actions</li> <li>• performance measures</li> <li>• standard operating procedures</li> <li>• workplace organisation</li> <li>• skills matrices</li> <li>• autonomous maintenance worksheets</li> <li>• parts/material control systems</li> <li>• problem resolution (e.g. Kaizen boards)</li> <li>• shadow boards</li> <li>• standard work-in-progress (WIP) locations and quantities</li> <li>• planning systems</li> <li>• the delivery of effective meetings</li> </ul>			
<p>1.7 Measure the effectiveness of the visual management system and maintain the quality of information being displayed</p>			
<p><b>2 Know how to develop visual management systems</b></p>			
<p>2.1 Describe the health and safety requirements of the work area in which they are conducting the visual management activities</p>			

2.2 Describe the health and safety requirements of the work area in which they are conducting the visual management activities			
2.3 Explain where to find the information required to develop a local visual management system			
2.4 Describe the visual management systems available to create 'the visual factory' (such as using Kanban systems, card systems, colour coding, floor footprints, graphs, team boards)			
2.5 Explain how to differentiate between business performance measures and local performance measures			
2.6 Describe the measures of performance in a lean business environment (such as health, safety and the environment, right first time, cost, delivery, responsiveness, process concerns and corrective actions, performance measures, workplace organisation)			
2.7 Describe the application of measurement techniques required for communicating the visual management within an area and to others who may use the information (such as target versus actual, % right first time, Pareto analysis, bar charting, action plans, Paynter charts)			

2.8 Describe the extent of their own authority, and to whom they should report in the event of problems that they cannot resolve			
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**Learner declaration of authenticity:**  
 I declare that the work presented for this component is entirely my own work.

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Assessor sign off of completed component:**  
 I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Level 3 NVQ Diploma in Business-Improvement Techniques - Process Improvement  
 Summary of Achievement – Mandatory Components

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
1	Leading Effective Teams	9					
2	Complying with Statutory Regulations and Organisational Safety Requirements	5					
3	Applying Workplace Organisation Techniques	14					
4	Applying Continuous Improvement Techniques _Kaizen_	18					
5	Developing Visual Management Systems	13					

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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**Level 3 NVQ Diploma in Business-Improvement Techniques - Process Improvement  
 Summary of Achievement – Optional Components**

\*Must not be used alone – this sheet must be attached to a Mandatory Component Summary of Achievement\*

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
1							
2							
3							
4							
5							

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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# FutureQuals<sup>™</sup>

INSPIRING LEARNING AND SKILLS

Future (Awards and Qualifications) Ltd  
EMP House, Telford Way, Coalville,  
Leicestershire, LE67 3HE

**Telephone:** 01530 836662

**Fax:** 01530 836668

**Email:** [info@futurequals.com](mailto:info@futurequals.com)

[www.futurequals.com](http://www.futurequals.com)

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