

## Level 2 NVQ Diploma In Business Improvement Techniques

### Lean Office Programme Overview (QCF)

#### Overview

The programme has been developed in response to the increasing demand from employers who have undertaken Business Improvement Techniques on the shop floor and requested a similar programme to generate improvements for their support functions.

Similar to the BIT L2 and BIT L3 programme, the BIT Lean Office programme teaches companies the key principles, which are easy to implement enabling change to happen. The only difference—this programme is specifically designed for the office environment, making your office operate more efficiently.

The programme offers flexibility, enabling companies to focus on elements of course that directly meet their business needs. The programme is delivered to meet the business needs of companies of all sizes.

Suitable for the entire management and office team including accounting, engineers, office managers, supervisors and support staff.

#### About the Course

All the training and assessment will be completed on site. The assessor will tailor the programme for any special needs. The programme is best delivered in small groups of around 8 - 10 learners.

The Business Improvement Techniques (BIT) Lean Office Programme will take you from the concepts and Principles of Lean Office through to the practical aspects of implementation. You will learn how to dramatically reduce waste and improve customer and employee satisfaction by focusing on upfront business analysis.

#### Benefits

Reduced Paperwork

Reduced Staff Stress

Improved Work– Flow

Reduced Overall Operating Costs

Improved Productivity

Better Team Work

Improved Customer Satisfaction (Internal and External) and Improved Lead-Times (waiting times)

Reduced Inventory Levels and Costs

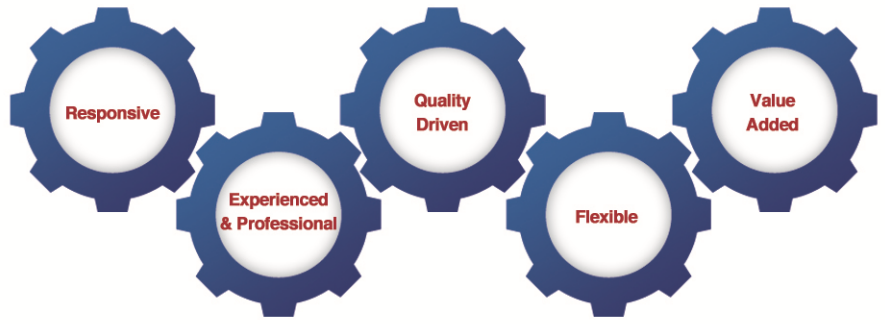
Improved Quality of Service/ Product

Engages Workers

Improved Cycle Times

Organised Workplace.

PTO



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### Timescale

The programme can be delivered over 5 full day sessions or alternatively 10 half day sessions. A delivery plan can be tailored to meet the clients needs. Each learner should expect to commit around 40 hours of work time during this period.

### Unit Overview

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#### Mandatory units - Process Improvement

- Complying with Statutory Regulations and Organisational Safety Requirements
- Contributing to Effective Team Working
- Applying Workplace Organisation (5S and 5C)
- Applying Continuous Improvement techniques (Kaizen)
- Creating Visual Management Systems

#### Optional Unit– Process Improvement (1 required)

- Applying Problem Solving Techniques (recommended)

If you would like any further information please contact Rob at TACS Ltd by email [rob@tacstraining.co.uk](mailto:rob@tacstraining.co.uk)