

**POWER ENGINEERING COMPETENCY FRAMEWORK FOR POWER ENGINEERING PROFESSIONALS IN PUBLIC SERVICE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Productivity and innovation					
TSC Title	Continuous Improvement Management					
TSC Description	Apply continuous improvement processes to optimise operating costs, and task efficiency and effectiveness in products, services and processes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>
			Implement continuous improvement activities based on action plans	Monitor the progress of the department's activities and processes related to continuous improvement	Develop plans and initiatives to meet the organisation's continuous improvement goals and targets	Advocate continuous improvement culture across the organisation to meet strategic goals and targets
Knowledge			<ul style="list-style-type: none"> • Purpose and benefits of continuous improvement concepts • Action planning tools and techniques • Concepts and methods of continuous process improvement • Application of continuous improvement techniques • Types of performance indicators • Principles of effective workplace organisation 	<ul style="list-style-type: none"> • Continuous improvement principles • Continuous improvement systems, tools and techniques • Organisational structure, functions, resources, policies, procedures and culture • Internal and external benchmarking principles and practices • Methods in developing effective communication in continuous improvement messaging • Types of continuous improvement activities and the implementation approaches • Measurement criteria for continuous improvement performance 	<ul style="list-style-type: none"> • Critical organisational processes and their interdependencies • Key performance indicators (KPIs) of the organisation and various functions • Strategies, tools and techniques in continuous process improvement • Opportunity identification methods • Opportunity evaluation techniques • Cost benefit analysis techniques • Change management principles • Methods of managing systems and processes to facilitate continuous improvement 	<ul style="list-style-type: none"> • Industry best practices • New and emerging trends and technologies • Productivity and quality enhancement strategies • Environmental sustainability and waste minimisation strategies • Methods to formulate continuous improvement systems, key performance indicators and tools • Strategies, tools and practices for building organisational culture • Methods of analysing and assessing continuous improvement opportunities • Change management tools and practices

**POWER ENGINEERING COMPETENCY FRAMEWORK FOR POWER ENGINEERING PROFESSIONALS IN PUBLIC SERVICE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<p>Abilities</p>			<ul style="list-style-type: none"> • Recommend continuous improvement initiatives • Identify improvement goals to be achieved • Carry out improvement activities in accordance with action plans • Apply appropriate techniques for continuous process improvement • Assist in collecting, collating and compiling data to measure improvement outcomes • Monitor the progress of improvement activities and take appropriate corrective actions • Report and record the outcomes of improvement activities in accordance with organisational procedures 	<ul style="list-style-type: none"> • Execute and supervise initiatives for continuous improvement • Implement and review savings, productivity and service improvements • Validate continuous improvement initiatives and activities as planned • Update processes or procedures as a result of the continuous improvement initiatives • Monitor continuous improvement progress against identified Key Performance Indicators (KPIs) • Review the performance improvement before and after the implementation to identify further improvement opportunities • Execute corrective actions in accordance with organisational procedures for issues that arose during the implementation of continuous improvement activities 	<ul style="list-style-type: none"> • Manage systems and processes to facilitate continuous improvement initiatives • Review continuous improvement data and information to track improvement progress • Analyse, synthesise and interpret complex information • Manage the design and application of improvement tools and strategies • Review and endorse recommendations and plans for continuous improvement projects and activities • Monitor and review efficiency and effectiveness of continuous improvement activities against goals, targets and key performance indicators 	<ul style="list-style-type: none"> • Lead improvement opportunities in line with organisation's continuous improvement goals and targets • Keep abreast of industry best practices and trends • Evaluate the feasibility of new and emerging technologies, procedures and processes used in the industry or adjacent industries • Develop strategies to optimise the value chain of the organisation's processes • Transform continuous improvement strategies into actionable plans • Manage change to facilitate transition or incorporation of new equipment, procedures or processes • Review improvement processes to identify further refinements • Promote a strong culture of continuous improvement across the organisation
-------------------------	--	--	---	--	--	--