



Why Work as an... Improvement Practitioner

A solution for your training needs and career progression

ROLE OVERVIEW

Improvement Practitioners use a blend of Lean and Six Sigma, project and change management principles and tools to identify and lead the delivery of change across organisational functions and processes. Improvement Practitioners can be found across sectors including automotive, banking, engineering, food products, IT, property, retail, telecoms, Local and County Councils, NHS, Voluntary / Charity, Utilities etc.

KEY POINTS

- **Level:** 4
- **Duration:** 14 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Options include Information Manager and Regulatory Compliance Officer

KNOWLEDGE REQUIREMENTS



- Legislative and customer compliance requirements including environment and health and safety
- Reporting templates, message mapping, case for change
- Cost of Poor Quality, problem analysis models such as Is/Is Not
- Spreadsheets and pivot table analysis, statistical analysis software
- Measures of central tendency and spread
- Capability analysis – continuous data for normal distribution
- Key principles including symptoms, failure-mode, potential/verified cause, critical inputs, escape point
- Active versus passive analytics, design of experiments, experiment plan

SKILL REQUIREMENTS



- Work in accordance with organisational controls and statutory regulations
- Define, sequence, plan and schedule activities with phases and milestones
- Sponsorship contract, surface and manage resistance, build compelling narratives for change, assess change impact
- Seek in-process waste through understanding of value within the value stream
- Select and apply appropriate tools for ongoing monitoring and control. Analyse and interpret control charts
- Conduct structured benchmarking to support target setting

BEHAVIOUR REQUIREMENTS



- Continuous drive for change and encourages others to deliver results across functional areas capturing and standardising best practice
- Awareness of own and others' working styles. Creates high performing team
- Promotes a moral, legal and socially appropriate working manner, aligns behaviours to the organisations values. Maintains flexibility to needs of project
- Proactively seeks and acts on feedback

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