

Course Title: Managing Change and Continual Improvement (PT204)

Level: Practitioner

Duration: 24 hours (indicative), approximately 8 weeks

Delivery method: Supported distance learning

Assessment: 1 hour multi-choice examination

Recommended Prior Learning: Introduction to Change Management (FD104) and Introduction to Process Design (FD106)

Mandatory Prior Learning: None

Overview

This course provides practical skills development in the management of change within the context of process management and improvement, the capability of leading teams in the development of their improvement approaches and the ability to facilitate the management of the associated changes.

Who is it for?

This course is designed for those who are practising in quality and aspire towards middle management.

Indicative course content

- Process management overview:
 - Relationship between standardisation, performance management and continual improvement.
 - PDCA
 - Prioritisation of improvement activities and targets in line with organisational strategy and needs
 - The use of data and metrics in process improvement
- Management techniques for continual improvement:
 - Understanding the impact of localised process improvement on the larger organisational system
 - Structure and use of a method of problem solving, such as 3C, 8D and A3
 - Process review – agendas, roles and outputs
 - Process waste (Lean 8 Wastes descriptions and typical examples)
 - Visual management – use of visual management in identification risks, opportunities and improvements, and tracking of the resulting action plans
- Overview of improvement methodologies (approaches) and their application:
 - Improvement cycles (DMAIC and PDCA)
 - Lean
 - DMADV
 - Total Quality Management
 - Kaizen
 - Innovation
 - Reorganisation
- Roles in change management:
 - Change agent
 - Sponsor

- Key improvement techniques:
 - Identification and elimination of process wastes
 - Identification of causes of variation and variation reduction
- Approaches to building readiness for change: stakeholder, process owner, process manager, process operator, planning and influencing:
 - Kübler-Ross change curve
 - Kotter and Schlesinger resistance to change approaches
 - Construction and use of a stakeholder matrix (for example, simple four box with power vs interest) and the process to identify, prioritise and develop plans for stakeholder engagement
- Effective communications and visual management:
 - Charters
 - RACI
 - Communication plan/matrix

Delivery method

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

Course fee

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning system, examination and certification.

- £475 +VAT per learner

Examinations

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.
- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cqi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

How to enrol

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email info@roveconsultancy.co.uk or call 0191-6600355 and we'll get back to you.