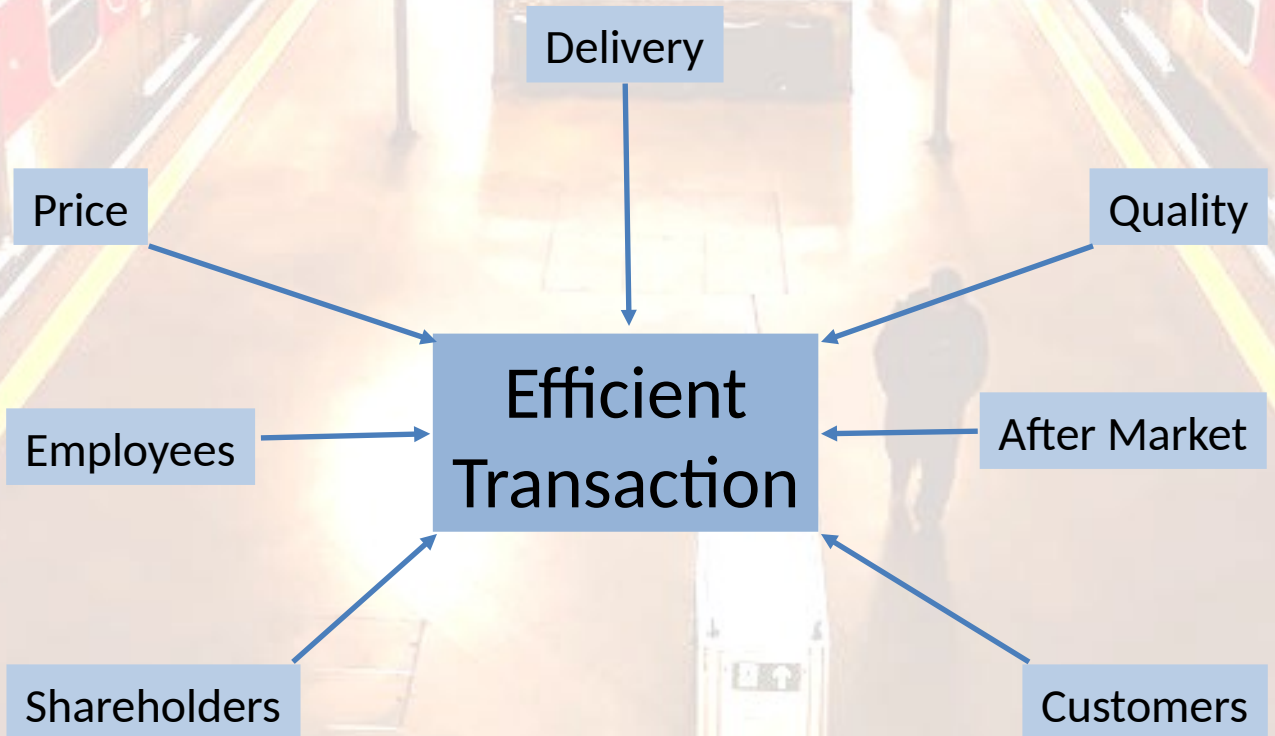


# Productivity Apprenticeships

Level 5: Improvement Specialist  
Apprenticeship (Ref:STO555)



- Improvement Specialists are responsible for leading the deployment of improvement strategy, for training others and for providing broad and deep technical expertise in advanced and complex Lean and Six Sigma, Project and Change Management principles and tools to enable identification and delivery of improvement opportunities aligned to key business goals.
- Leading the local deployment of improvement strategy; supporting delivery of business goals, for example they may model critical process inputs to enable root causes of complex problems to be verified or they may develop bespoke measurement processes to enable the collection of good-quality data in support of change
- Providing technical expertise in structured Improvement methods and advanced tools such as Multiple Regression and Designed Experiments to analyse relationships between inputs and outputs
- Co-ordinating Practitioner-level Improvement training, activities and projects; for example, they may deliver Lean Six Sigma Green Belt training and coaching to an awarding body accreditation standard
- Coaching, mentoring and communicating with Improvement Practitioners, business leaders and stakeholders
- The role is typically office-based but involves working wherever their improvement activities are focused, for example they could be delivering training in a classroom environment, they could be working on the shop-floor or at a supplier premises.
- Roles are commonly found in all industry sectors and functions including Automotive, Pharmaceutical, Telecommunication, Retail, Finance, Food, Drink, Travel and Leisure. Job titles associated with the Specialist occupation include, but are not limited to: Business Improvement Expert, Continuous Improvement Consultant, Process Excellence Manager, Lean Six Sigma Black Belt, Business Improvement Consultant, Business Transformation Consultant.

## Training Process

Study from 189  
lean, Sigma,  
7Tao  
techniques



Simulation and  
practice of  
techniques



Workplace  
transaction  
analysis



Workplace  
transaction  
Project



Presentation of  
Transactional  
Improvement  
results

Apprentice can choose from over 500 techniques, some of which are displayed below:

**Compliance: Communication:** Speak and write clearly. Influence others, question effectively. Plan and deliver meetings presenting insight.

**Coaching: Project management:** Define, sequence, plan and schedule activities with phases and milestones. Estimate effort and duration. Create and update project charter. Review progress

**Change management:** Sponsorship contract, surface and manage resistance, build compelling narratives for change.

**Principals and Methods:** Select and apply a structured method and appropriate improvement tools engaging with subject matter experts to deliver business benefits

**Project selection and Scoping:** Support the identification of improvement opportunity and the scoping of these projects

**Problem definition: Voice of the customer:** Support application of techniques to identify and prioritise customers, their requirements and ensure balance against the stated and unstated needs of the business (Voice of the Business)

**Process mapping & analysis:** Process map to measure and analyse flow and value. Identify interfaces, functional responsibilities.

**Lean tools: over 256 lean tools and techniques. Measurements systems:** Plan, carry out and assess results of a measurement system study

**Data acquisition for analysis: Basic statistics & measures:** Use graphical analysis to understand distribution and stability

**Data analysis-statistical methods:** Identify data-types and select analysis methods and tools. Assess time series data stability and analyse making relevant insight

**Process capability, performance, Root cause analysis:** Select and apply the appropriate graphical tool dependent on the data type to identify patterns, trends and signals to establish hypothesis

**Experimentation & optimisation:** Plan designed experiment with clear objectives, and appropriate levels of Measurement Systems Analysis, analyse experiment data and optimise

**Identification & prioritisation: Data analysis - SPC:** Select and apply appropriate tools for ongoing monitoring and control. Analyse and interpret control charts. **Benchmarking:** Conduct structured benchmarking to support target setting. **Sustainability & control:** Identify failure modes and embed learning from improvements



Learning from a bank of 256 defensive techniques involving lean, 6 Sigma and 7Tao

Once the student has selected the project they want to do and has learned from a bank of 256 techniques, they will need to test their knowledge.

Application of techniques learned in classroom to a modeling environment

We create a simulated environment of competition where students can apply their skills against other teams and see how good they are.

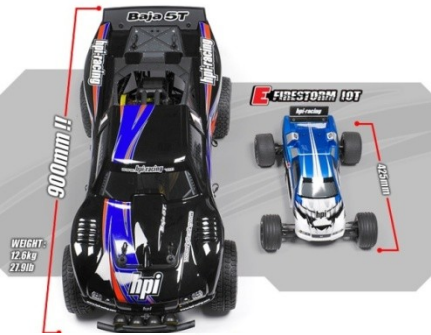
High pressure environment with excellent learning parameters of engineering models from across air sea and land.

The aim is to win against heavy transactional competition from other teams who will use every trick in the book to win.

The simulation is exciting, enjoyable, stimulating, testing and well appreciated throughout your organization.

Test the techniques in a simulation and apply to the workplace after simulated assessment

We will provide over 512 tools for the student to allow them to improve their jobs within their organization. The student will recognize what they need to achieve and how they want to achieve.



A hand is holding a Samsung smartphone with a purple case. The phone's screen displays a contact list. Overlaid on the screen is the text 'Contact us:'. Below this, the email address 'e: [info@7tao.co.uk](mailto:info@7tao.co.uk)' and the website 'w: [www.7tao.co.uk](http://www.7tao.co.uk)' are shown. At the bottom, it says 'Google: 7Tao'. The background is a blurred, warm-toned image of a person's face wearing sunglasses.

**Contact us:**

e: [info@7tao.co.uk](mailto:info@7tao.co.uk)

w: [www.7tao.co.uk](http://www.7tao.co.uk)

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