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| Overview | This standard identifies the competencies you need to support continuous improvement to processes and procedures in the Tram and Tramway environment. This includes identifying opportunities for improvement to work activities and being able to evaluate the effectiveness of the potential change and making recommendations for changes and improvements to the relevant person, as appropriate. It is also about understanding the benefits of continuous improvement activities to the organisation and its end users.This standard is for those who work in the Tram and Tramway environment at supervisor/technician level. |

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| **Performance criteria**You must be able to: | 1. identify opportunities to support continuous improvement to processes and procedures in the Tram and Tramway environment
2. evaluate the benefits of an improvement opportunity to your organisation
3. present recommendations for a process or procedure change to the relevant person within your organisation
4. seek approval to adjust work plans and activities in line with recommendations
5. contribute to the implementation of a planned improvement in line with organisational procedures
6. identify and use performance measures to monitor an improvement within own area of responsibility
7. communicate any continuous improvement activities in line with organisational requirements
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| Knowledge and understandingYou need to know and understand: | 1. the principles of continuous improvement in the Tram and Tramway environment
2. how improvements are defined, measured and monitored within own organisation and area of responsibility
3. the importance of supporting continuous improvement in the workplace
4. the potential barriers to continuous improvement and how these may be overcome
5. the potential impact of an improvement on your area of responsibility and other areas of the organisation
6. the relevant methods and techniques for presenting recommendations for an improvement to a process or procedure in line with organisational requirements
7. your organisation’s procedures for the approval and implementation of an improvement
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**Additional Information**

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| Scope related to performance criteria | P1 **Continuous improvement** may include; information (correcting a spelling mistake or missing/incorrect data/information), quality (suggesting improvements to designs, materials, methods, techniques and controls), process (updating a working method to reduce time or include new technology, tools and or equipment,finding a way to reduce waste/scrap), risk (seeking ways to reduce risks and improve safety), product (improving the efficiency or quality of a product), culture (finding ways to build teams/relationships). |

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| Scope related to knowledgecriteria | K1 **Principles** may include; meeting customer needs, ensuring leadership support and approval, making small and frequent changes, measuring the benefits, teamwork, using everybody’s ideas.K4 **Barriers** may include; lack of employee engagement, difficulty in identifying which improvement to prioritise, compliance obligations, costs, mis alignment with manufacture requirements. |
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**Additional Information**

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| Glossary | **Continuous improvement**Continuous improvement is an ongoing long-term approach to make sure that the processes, methods, and practices within an organisation are as efficient, accurate, and effective as possible.**Tram** Tramcars, tram vehicle, and any other rail vehicles that operate on tramways. It includes one or more trams coupled together and includes non-passenger-carrying vehicles.**Tramway environment**Includes the tramway (a set of rails, switches and crossings which form the route of a Tram) , infrastructure (fixed assets used for the running of the Tram transport system, including, the tramway, bridges, tunnels, stops, stations and fixed equipment for signalling, communications and electrification), depots, stabling yards.  |

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| Original URN | New |
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| Suite | Tram Engineering |
| Key words | Tram, Tramway, continuous improvement. |