

UKTTE07

Support continuous improvement to processes and procedures in the Tram and Tramway environment



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:*
- P1 identify opportunities to support **continuous improvement** to processes and procedures in the Tram and Tramway environment
 - P2 evaluate the benefits of an improvement opportunity
 - P3 present recommendations for change to the relevant person
 - P4 seek approval to adjust work plans and activities in line with recommendations
 - P5 monitor the performance of an improvement
 - P6 communicate any continuous improvement activities in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

- K1 the **principles** of continuous improvement in the Tram and Tramway environment
- K2 how improvements are defined, measured and monitored within own organisation and area of responsibility
- K3 the importance of continuous improvement in the workplace
- K4 the potential **barriers** to continuous improvement and how these may be overcome
- K5 the potential impact of an improvement on other areas of the organisation
- K6 the methods and techniques for presenting recommendations for an improvement to the relevant person
- K7 your organisation's procedures for the approval of improvements

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Additional Information

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).

Scope related to knowledge criteria

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

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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Developed by UK Tram

Version number 1

Date approved

Indicative review date

Validity Current

Status Original

Originating organisation New NOS

Original URN New

Relevant occupations Transport Operations and Maintenance

Suite Tram Engineering

Key words Tram, Tramway, continuous improvement,