



## Understanding of Quality Indicators in Manufacturing (Through the Implementation of Mini-businesses)

**SP 0878/14-17**

<b>Purpose</b>	Improve productivity in the most effective way, to become a world class organisation that consistently delivers a product and/or a service of an exceptionally high standard.
<b>Content</b>	<p>This workshop aims to empower everyone in the business, so that they can join in the improvement effort. This is done by creating mini-businesses.</p> <p>Mini-businesses are normal working teams, that take responsibility for a specific part of the business. Every mini-business identifies its own customers, and takes responsibility for providing them with good quality, and excellent customer service. The mini-business also identifies what part of the company's performance it will be responsible for, and it measures this performance visually.</p> <p>The aim is to:</p> <ul style="list-style-type: none"> <li>▪ Take teamwork to the next level.</li> <li>▪ Get the whole organisation to think about improvement.</li> <li>▪ Empower all teams to work towards achieving the company's vision.</li> <li>▪ Build a culture of workplace excellence.</li> </ul>
<b>Duration</b>	<p>Three (3) classroom days; face-to-face training and coaching.</p> <p>Time will be allowed between and after training for delegates to build their Portfolio of Evidence (PoE).</p> <p>Assessment and moderation of Portfolios will be arranged per site.</p>
<b>Credits</b>	13

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	
14445	Frame and implement an individual action plan to improve productivity within an organisational unit	13	3	Core
13162	Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process	1	10	Core

A Statement of Results will be issued by merSETA on successful verification of a learner's Portfolio.

