BQF Academy

Continuous Improvement Culture

Body of Knowledge

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Introduction

This document contains the Continuous Improvement Culture Body of Knowledge for all four levels of certification.

- Continuous Improvement Culture Associate Practitioner
- Continuous Improvement Culture Practitioner
- Continuous Improvement Culture Advanced Practitioner
- Continuous Improvement Culture Master Practitioner

Each section contains

- A description of the audience
- An overview of the certification process
- Expectations for the practical assessment

This document should be used as a basis when preparing for certification

We appreciate that every implementation is different and not all tools are applicable to all situations. We do expect to see a clear rationale for which tools were selected in each situation. Our certifications are assessed by a range of licensed associates, each of whom will have variations on the outlined process, so please discuss specifics with your provider before your certification.



Please get in touch with bqfacademy@bqf.org.uk if you have any questions

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Continuous Improvement Culture Associate Practitioner

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Continuous Improvement Culture Associate Practitioner Certification Criteria

A Continuous Improvement Culture Associate - Helps or supports the CI lead to deploy a culture of continuous improvement

Certification Audience

Aimed at individuals who are supporting a team to deliver a culture of CI. They must demonstrate a basic understanding of the CI principles, tools and techniques and have evidence of using the tools to support the CI lead to deliver a sustainable cultural change.

Principles, concepts, tools and techniques

- Identifying customers and what they value
- Focussing on metrics that really matter and making them visible to the team
- Involving everyone in regular team performance conversations
- Using problem solving to establish what's causing performance gaps and prioritise improvements
- Delivering improvements using structured methods and tools
- Sharing learning with others to enable everyone to continually improve

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Continuous Improvement Culture Associate Practitioner Certification Evidence

For Continuous Improvement Culture certification, you will need to show an understanding of the topics listed below and share your team Performance Board and Bug Board, with additional evidence of a completed problem you have solved.

- Identify the teams customer's and establish what they value
- Understand the purpose of the team and how they contribute to the organisations goals
- Agree a set of KPI's that the team use to track how they are doing against their goals
- Create a team performance board
- Embed the culture where the team discuss their performance on a frequency that suits the business needs
- Set up a bug board to visibly show the things that could be improved
- Set up a prioritisation method to prioritise the teams improvement activity
- Develop a process for allocating who will work on improvements and how it will be managed operationally to commit the time to undertake
- Use a structured problem solving method that uses data to understanding and implement solutions that address root causes
- Ensures that any learning is shared back with the team and wider business if appropriate
- Celebrates successes and recognises the improvement along the way

Evidence

Presentation and Q&A of a completed CI Culture deployment to demonstrate how you have personally been involved and supported the CI lead to deliver a sustainable change.

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Continuous Improvement Culture Practitioner

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Continuous Improvement Culture Practitioner Certification Criteria

BQF Continuous Improvement Culture Practitioner - Takes the lead with a team to deploy a culture of continuous improvement. Support and coach team members within the organisation to embed Continuous Improvement tools and techniques.

Certification Audience

Aimed at individuals who lead a CI Culture change and demonstrate delivery of an E2E CI project using a range of the recognised CI tools, techniques and processes to successfully deliver impacting change. Support and coach team members within the organisation to be part of the CI Culture.

Principles, concepts, tools and techniques

· Identifying customers and what they value

· Focussing on metrics that really matter and making them visible to the team

· Involving everyone in regular team performance conversations

· Using problem solving to establish what's causing performance gaps and prioritise improvements

· Delivering improvements using structured methods and tools

· Sharing learning with others to enable everyone to continually improve

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Continuous Improvement Culture Practitioner Certification Evidence

For Continuous Improvement Culture certification, you will need to show a deployment of the topics listed below and share your team Performance Board and Bug Board, with additional evidence of a completed problem you have solved.

- Identify the teams customer's and establish what they value
- Understand the purpose of the team and how they contribute to the organisations goals
- Agree a set of KPI's that the team use to track how they are doing against their goals
- Create a team performance board
- Embed the culture where the team discuss their performance on a frequency that suits the business needs
- Set up a bug board to visibly show the things that could be improved
- Set up a prioritisation method to prioritise the teams improvement activity
- Develop a process for allocating who will work on improvements and how it will be managed operationally to commit the time to undertake
- Use a structured problem solving method that uses data to understanding and implement solutions that address root causes
- Ensures that any learning is shared back with the team and wider business if appropriate
- Celebrates successes and recognises the improvement along the way

Evidence

Presentation and Q&A of a completed CI Culture deployment to demonstrate how you have personally been involved and supported the team to deliver a sustainable change.

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Continuous Improvement Culture Advanced Practitioner

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Continuous Improvement Culture Advanced Practitioner Certification Criteria

BQF Continuous Improvement Culture Advanced Practitioner - Takes the lead with multiple teams across the value stream to deploy a culture of continuous improvement. Support and coach CI leads/Managers within the teams to deploy and embed Continuous Improvement.

Certification Audience

Aimed at individuals who lead an E2E CI Culture deployment that covers multiple dimensions of an organisation and multiple stakeholders. Demonstrate the use of a range of the recognised CI tools, techniques and processes to successfully deliver change. Support and coach CI Leads and Managers within the organisation to embed CI culture.

Principles, concepts, tools and techniques

- Identifying customers and what they value
- Focussing on metrics that really matter and making them visible to the team
- Involving everyone in regular team performance conversations
- Using problem solving to establish what's causing performance gaps and prioritise improvements
- Delivering improvements using structured methods and tools
- Sharing learning with others to enable everyone to continually improve

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Continuous Improvement Culture Advanced Practitioner - Certification Evidence

For Continuous Improvement Culture certification, you will need to show a deployment of the topics listed below and share your team Performance Board and Bug Board, with additional evidence of a completed value stream problem you have solved.

- Identify the teams customer's and establish what they value
- Understand the purpose of the team and how they contribute to the organisations goals
- Agree a set of KPI's that the team use to track how they are doing against their goals
- Create a team performance board
- Embed the culture where the team discuss their performance on a frequency that suits the business needs
- Set up a bug board to visibly show the things that could be improved
- Set up a prioritisation method to prioritise the teams improvement activity
- Develop a process for allocating who will work on improvements and how it will be managed operationally to commit the time to undertake
- Use a structured problem solving method that uses data to understanding and implement solutions that address root causes
- Ensures that any learning is shared back with the team and wider business if appropriate
- Celebrates successes and recognises the improvement along the way

Evidence

Presentation and Q&A of a completed CI Culture deployment to demonstrate how you have personally been involved and supported the CI leads and managers to deliver a sustainable change.

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Continuous Improvement Culture Master Practitioner

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Continuous Improvement Culture Master Practitioner Certification Criteria

BQF Continuous Improvement Culture Master Practitioner - Takes the lead within the business division or enterprise to deploy a culture of continuous improvement. Support and coach CI leads/Managers within the organisation to deploy and embed Continuous Improvement. Builds and embed Continuous Improvement into the strategic goals of the business.

Certification Audience

Aimed at individuals who lead the delivery of CI Culture that have impacted people and behaviours at a strategic and/or enterprise level.

Principles, concepts, tools and techniques

- Identifying customers and what they value
- Focussing on metrics that really matter and making them visible to the team
- Involving everyone in regular team performance conversations
- Using problem solving to establish what's causing performance gaps and prioritise improvements
- Delivering improvements using structured methods and tools
- Sharing learning with others to enable everyone to continually improve

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Continuous Improvement Culture Master Practitioner Certification Evidence

For Continuous Improvement Culture certification, you will need to show a deployment of the topics listed below and share your team Performance Board and Bug Board structure, with additional evidence of a completed problem you havecoached to resolution.

- Identify the teams customer's and establish what they value
- Understand the purpose of the team and how they contribute to the organisations goals
- Agree a set of KPI's that the team use to track how they are doing against their goals
- Create a team performance board
- Embed the culture where the team discuss their performance on a frequency that suits the business needs
- Set up a bug board to visibly show the things that could be improved
- Set up a prioritisation method to prioritise the teams improvement activity
- Develop a process for allocating who will work on improvements and how it will be managed operationally to commit the time to undertake
- Use a structured problem solving method that uses data to understanding and implement solutions that address root causes
- Ensures that any learning is shared back with the team and wider business if appropriate
- Celebrates successes and recognises the improvement along the way

Evidence

Self reflection period to consider preset questions that allow the candidate to document their personal journey of leading CI Culture change, the results they have delivered and the learning they have experienced, shared and adopted

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