BQF

Team Continuous Improvement Culture Certification

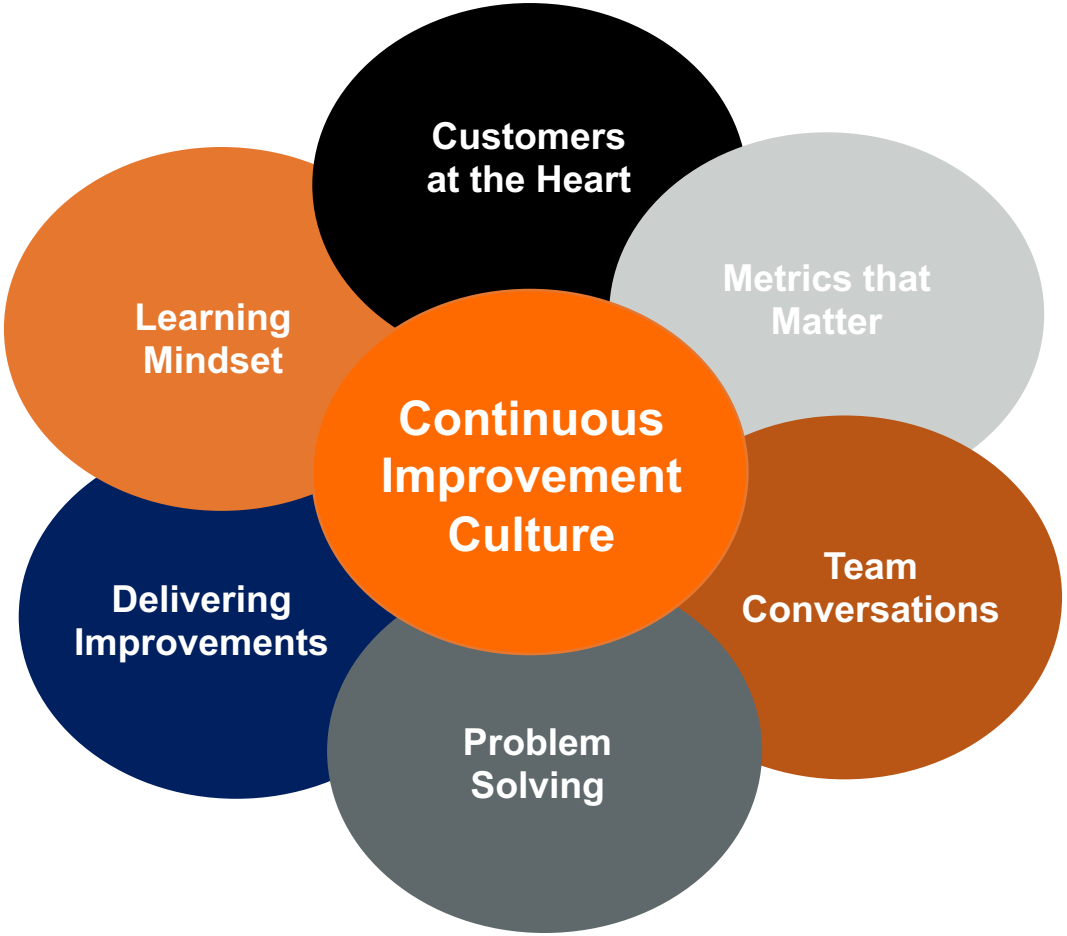
Why invest in a Team Certification?

Continuous Improvement Culture Team Certification provides:

- **Team development**: Giving everybody a great opportunity to learn and getting everyone involved to make things better every day
- **External validation**: Test yourselves against a benchmark and set of externally recognised standards
- **Action planning**: Use the opportunity to create your next Continuous Improvement action plan

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The Continuous Improvement Culture Framework

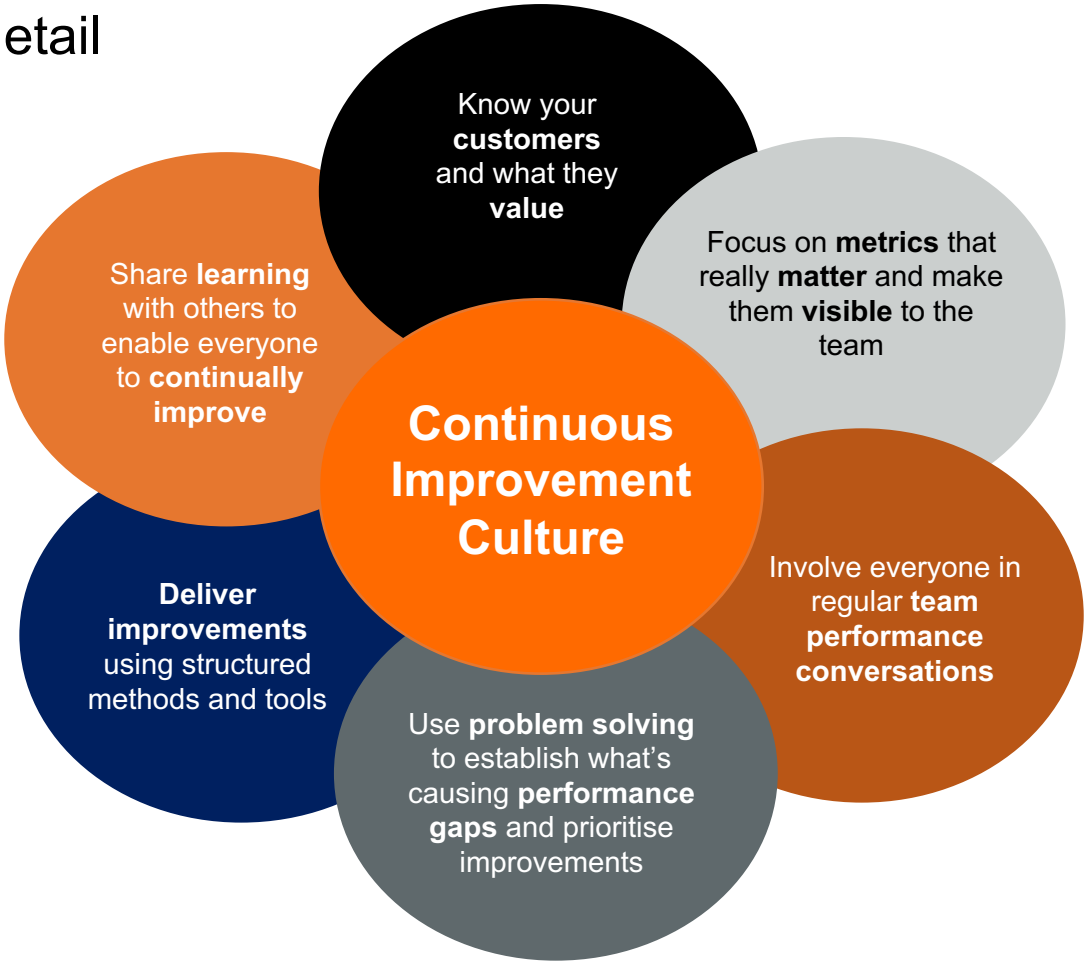


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The Continuous Improvement Culture Framework

In more detail



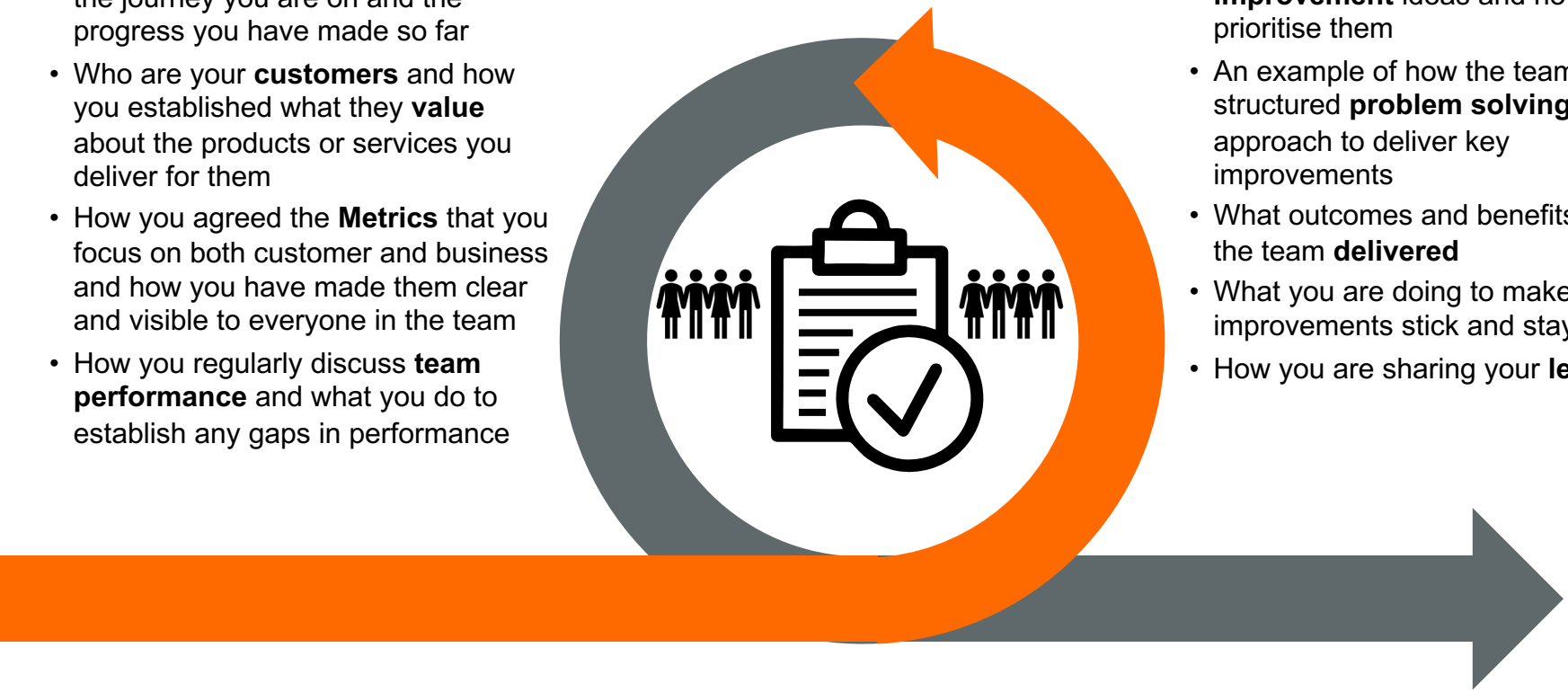
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The Certification Review

What to expect

- Your improvement strategy – Share the journey you are on and the progress you have made so far
- Who are your **customers** and how you established what they **value** about the products or services you deliver for them
- How you agreed the **Metrics** that you focus on both customer and business and how you have made them clear and visible to everyone in the team
- How you regularly discuss **team performance** and what you do to establish any gaps in performance



- How you come up with the **improvement** ideas and how you prioritise them
- An example of how the team use a structured **problem solving** approach to deliver key improvements
- What outcomes and benefits have the team **delivered**
- What you are doing to make the improvements stick and stay
- How you are sharing your **learning**

The team are invited to share and showcase examples of how they work using the BQF Continuous Improvement Culture Framework.

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The 6 Dimensions

Customers at the Heart
- The purpose of the team is clear and we know how we contribute to the organisations goals
- We know who our customers are and what they value
- We regularly get customer feedback and take improvement actions as a result

Metrics that matter
- We have a clear set of balanced and relevant measures we use to track and manage our team performance
- We use our performance data to understand if we are having a good/bad day
- We use our measures to focus and prioritise our improvements

Team conversations
- We have a visual performance board
- We have meaningful team conversations and everyone from the team gets involved
- Our performance board shows our progress and is central to our continuous improvement way of working

Problem Solving
- We identify and prioritise issues
- We create the capacity and capability to work on problem solving
- We identify the best methods and tools to solve our problems

Delivering improvements
- We use a structured problem solving methodology
- We manage and track our improvements as a team
- We make our improvements sustainable and stick

Learning mindset
- We continually learn and take action to improve
- We share best practice as widely as possible to help others improve
- We regularly celebrate our success and the progress we make

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Next Steps

- After the review you will have a personalised feedback session and will be left with an interactive whiteboard detailing your outcomes and your feedback.
- You will then be issued with your certificate which you can proudly display as a symbol of your team's commitment to excellence and continuous learning.

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