

**Lean Improvement Technician – Apprenticeship Level 3**



**CLS offers the very  
best in Lean training,  
Specialist support  
and Apprenticeships**

### **Experienced**

Since CLS was formed in 2004, we have trained over 15,000 people through project driven training Lean training.

### **Results Focused**

We are experts in removing waste from organisation that leads to reduced costs, shorter lead times, better quality and increased productivity. These processes can now be undertaken within the 'Improvement Technician' Apprenticeship.

### **What makes us different?**

Our Project Managers & Trainers have all worked in improvement roles at leading companies, including Toyota, where identifying and removing waste is a way of life. They all have extensive experience of deploying lean in different environments from manufacturing to banking, offices to **Hospitals**.

Not only are our specialists experts in the Lean 'toolkit' they understand the lean mindset and how to deliver and engage with learners, which is key to a successful and sustainable programme.



## Developing Improvement Champions

### Course

This course will equip learners with a detailed understanding on how to implement improvement techniques and employ effective teamwork in your area..

**Improvement Technician Apprenticeship – Recent projects that have been delivered in the NHS through our Level 3 apprenticeships include**

- Reduced waiting times in chemotherapy outpatients
- EMAS Ambulance patient handover times reduced
- Stock management improvements
- Reduction in blood product wastage
- Improve pathology specimen turnaround
- Stock management improvements over all sites
- Improving Consultants work patterns
- EPO home patient process improvement



# Make Improvements in your own work area

## Who is suitable?

This course is ideal for learners who wish to increase their awareness and understanding of the lean management system and the features of a lean environment.

## Learning method

Training is delivered via a combination of face to face and video meetings meaning you can choose when and where you study. We ensure you get all the support you need through your course in the form of a personal learning coach. Our learning resources are of the highest quality and are designed to be engaging and interactive to keep you focused on delivering real improvements..

## Benefits:

- Gain a nationally recognised qualification
- Learn how to implement lean management and business improvement techniques for your organisation
- Study will enhance both your personnel skills and professional development.
- Improve your own job role



**Work as a team  
to implement  
change**

### **What is an Improvement Technician?**

Improvement technicians are responsible for delivery and coaching activities within an area of responsibility, often associated with lean such as six Sigma methodologies and QC tools

They can be found across all sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc.

Typically, Technicians work as a member of an operational team to resolve problems - preventing re-occurrence, engaging others in issues affecting them and to support the improvement of performance. Typical activities include:

- Engaging team members in the identification of improvement opportunities and relevant countermeasures and controls
- Initiating and facilitating improvement activities through to confirmed resolution
- Providing local expertise in business improvement techniques

### **What will you learn during this qualification?**

- A strong underpinning knowledge of lean tools and techniques
- How to use the tools and techniques in improving your processes
- How to lead engage and lead others in process improvements

You will demonstrate your ability to lead a team through the implementation of improvement projects using A3 reporting and QC tools.



**Learn remotely and at your workplace – Course Duration 12 - 14 months**

Traditionally all of our training and project work is carried out at the workplace, but with the current situation surrounding **COVID - 19 and** social distancing we have developed a programme that allows learners to undertake remote training sessions via Microsoft teams to gain the underpinning knowledge required to carry out their improvement projects.

This is then followed up with onsite face to face sessions or remote coaching visits monthly with one of our trainers.

Induction & Training day 1	Training day 2	Training day 3	Training day 4
3 hrs	3 - 3.5 hrs	3-3.5 hrs	3-3.5hrs
Induction, Lean values & behaviours Health & Safety	Recap TD1. Standardised Work Communication Working Effectively SMART Targets	Recap TD2 8 Wastes Working relationships Rights & Responsibilities	Recap TD3 5's Workplace organisation Visual Management

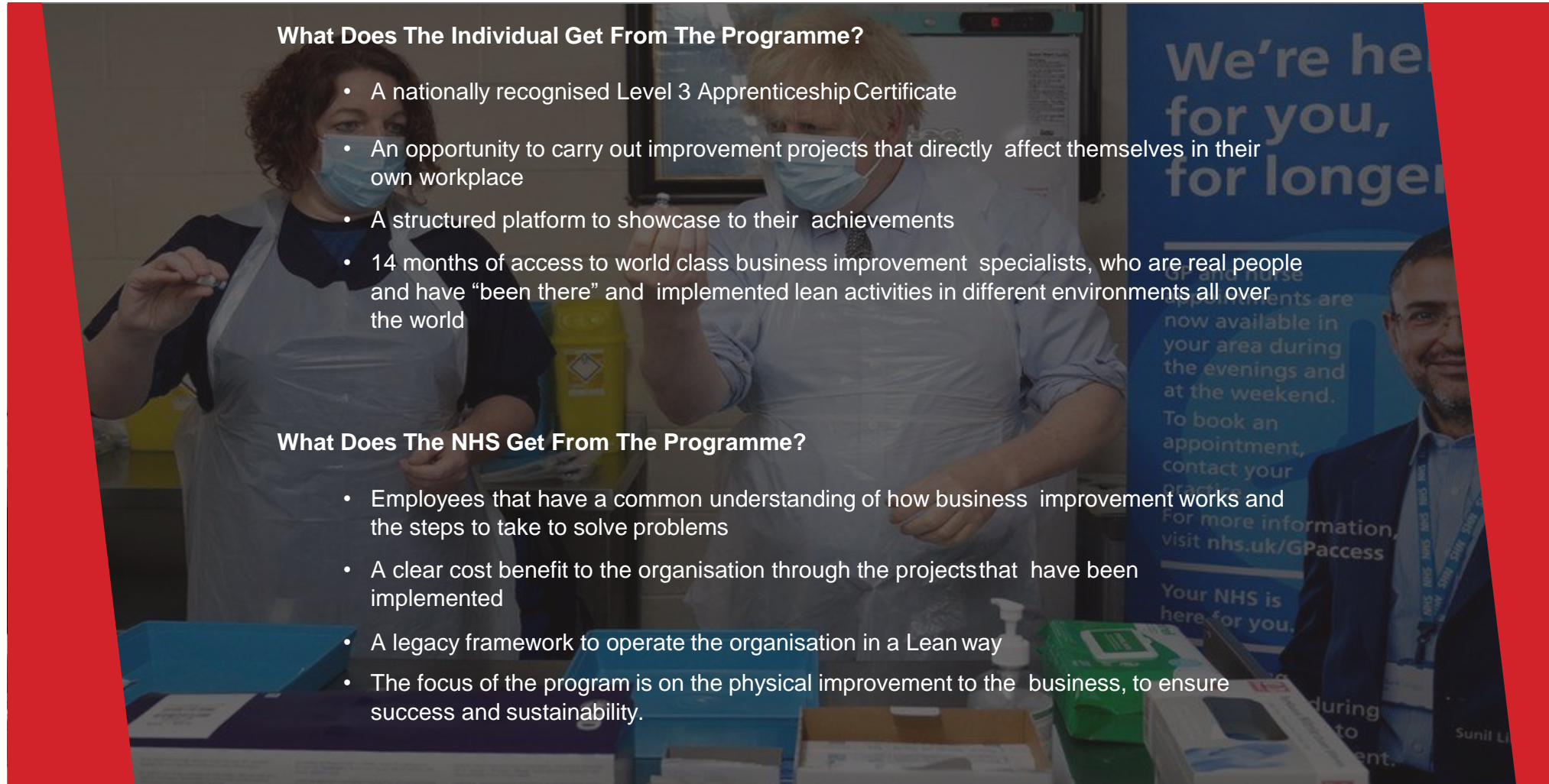
Training day 5	Training day 6	Training day 7	Training day 8
3-3.5 hrs	3-hrs	3-3.5HRS	3hrs
Recap TD4 Quick Changeover Capacity Improvement Workforce planning & training	Recap TD5 Kaizen Process flow & Analysis QC Tools	Recap TD6 A3 Reporting 6 Sigma and other problem solving methods overview Practical Problem Solving	Recap TD 7 Team Formation and leadership Project Management Project set up and start

### What Does The Individual Get From The Programme?

- A nationally recognised Level 3 Apprenticeship Certificate
- An opportunity to carry out improvement projects that directly affect themselves in their own workplace
- A structured platform to showcase to their achievements
- 14 months of access to world class business improvement specialists, who are real people and have “been there” and implemented lean activities in different environments all over the world

### What Does The NHS Get From The Programme?

- Employees that have a common understanding of how business improvement works and the steps to take to solve problems
- A clear cost benefit to the organisation through the projects that have been implemented
- A legacy framework to operate the organisation in a Lean way
- The focus of the program is on the physical improvement to the business, to ensure success and sustainability.



## The Cost of the Programme

The course will be funded through the levy contributions that your organisation currently makes. If there are insufficient funds the levy pot the maximum cost to the trust would be £200 per student for the whole programme as a co-contribution payment, made by the organisation.



“CLS and the NHS working together to make a difference”



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