



**cqm** training & consultancy



## Improvement Leader



CQM Training & Consultancy Ltd strongly believe that Lean and Six Sigma are most successful when a significant change in culture is achieved and continuous improvement is embedded amongst the workforce. Strong Lean Six Sigma leadership from Senior Management is vital to ensure a deep and wide impact of culture, and the sustainability of improvements, therefore having the right skills to lead from the top is critical to success.

### Executing Operational Excellence

Through our tailored training and coaching, CQM T&C will deliver the strategic level technical skills and knowledge your team requires to execute operational excellence effectively, and lead the deployment of improvement strategy across the business, truly embedding the behaviours that will drive and sustain a measurable return on investment.

### Strategically Executing Operational Excellence

Through our inspiring Masterclasses, delivered by sector experts who are specialists in their field, and with appropriate coaching, CQM T&C will deliver the strategic level technical skills and knowledge your team requires to execute operational excellence effectively.

### Improvement Leader Level 6: Leading Strategic Improvement

This programme is ideal for those who are responsible for developing improvement strategy, providing leadership in improvement for the business and for coaching and supporting Improvement Specialists in advanced analysis. The Improvement Leader typically reports to Board members or Heads of Department and manages (directly and/or matrix) a team of Improvement Specialists, who deploy the strategy, and lead improvement projects. They work closely with all functions of the business to support the setting and achievement of business goals, often accountable for Improvement activities within the largest-scale and highest priority programmes of work.

The Improvement Leader programme provides your employees with the skills, knowledge, and behaviours required for:

- Strategic deployment of continuous improvement, business benefits – both financial and non-financial, team formation and leadership, project management
- Measurement systems analysis, experimentation and optimisation, statistics and graphical analysis, SPC, Failure Mode Avoidance
- Voice of the Customer, change management, problem definition, process capability and performance
- Presentation and reporting, identification and prioritisation, root cause analysis, process mapping and analysis

Training Programmes:  
**Improvement Leader**

Level of Delivery:  
**L6**

Funding Band:  
**£15000**

Optional Certificate:  
**Master Black Belt**

Minimum Entry Requirements:  
**English GCSE C (4) / FS Level 2**  
**Maths GCSE C (4) / FS Level 2**

Programme Duration:  
**18 - 24 months**

Route:  
**Apprenticeship**

Delivery Location:  
**Blended onsite and online**  
**instructor led**

Sectors:  
**Pan Sector**

End Point Assessment:  
**Professional discussion,**  
**underpinned by portfolio**  
**of evidence, and a**  
**dissertation, presentation**  
**and questioning.**



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## Improvement Leader

### Value Added Delivery

**Certification:** CQM T&C can underpin the delivery of the apprenticeship programmes with an accredited Lean Six Sigma certificate.

**Measurable Impact:** Each project will be defined, qualified and approved within a Profit Improvement Plan (PIP), agreed with you in advance. The PIP is a great management tool and clearly demonstrates the progress of each project using DMAIC and a RAG rating.

**Mentors:** We can help identify, and advise on a suitable Mentor within your organisation. We are able to provide coaching to the nominated Mentor so that they fully understand their role and what will be required of them, but also understand the guidelines within which they operate and to whom they report.

**Company Values:** CQM T&C are experienced at mapping company values into the delivery of an apprenticeship programme, and completely understand the importance of doing so, to ensure the programme instils the right behaviours and culture on site.



**“We are now winning back contracts from China, reducing lead times along with cost, whilst improving quality. Consequently customer satisfaction rates have dramatically risen.”**

**Richard Kershaw**  
Site Director, Arla Oakthorpe

### Typical Outcomes of Improvement Leader

- Drive for results: Be a primary advocate for Improvement and Operational Excellence acting as a role model for others, focused on improving customer experience and delivering benefits
- Team Working: Actively seeks opportunities for improving team performance and coaches others to resolve under-performance issues
- Professionalism: Demonstrates personal resilience. Challenge, influence & engage seniors
- Strategic Thinking: Drives future thinking for themselves and others. Actively seeks out new ideas, opportunities methods and tools. Build a knowledge and best practice sharing network
- Safe Working: Recognises opportunities to improve safe working practices

### Guaranteed Return on Investment

With a focus on sustainability and measured improvement, our development programmes always guarantee a significant Return on Investment, seen not only through financial gain, but importantly through positive behavioural change.

### Flexible Delivery Model

Our highly experienced team of experts will deliver all the Masterclasses either as an Open Course, attended by contemporaries across all industries, or if sufficient numbers exist for a viable cohort, we will deliver on site at your organisation.

### Additional Areas of Expertise

Our skill lies in identifying the current and ongoing needs of your business. To find out how we can further assist in developing your staff please ask for information on our range of programmes which focus upon Leadership and Management Development, Strategy Development and Project Based Consultancy work.

Contact us today for more information

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