

Title	Improve the effectiveness of a process in an organisation		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to improve the effectiveness of a process in an organisation.
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Classification	Business Operations and Development > Systems and Resources Management
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Available grade	Achieved
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Guidance Information

- 1 Unit standards in the Systems and Resources Management domain are about using inputs and processes to achieve intended outputs.
- 2 People will be assessed for this unit standard on evidence from authentic experience in an organisational context, with all the expectations and possible consequences of that context. The context may include but is not limited to:
 - the candidate’s workplace
 - where the candidate is a volunteer
 - a cultural, community, or sporting organisation
 - a special event.
- 3 The assessment context for this unit standard must be suitable to meet the criteria for Level 4 in the NZQF Level Descriptors, which are available by searching for “level descriptors” at www.nzqa.govt.nz.
- 4 **Definitions**
Legislative/legal refers to requirements that derive authority from legislation and/or the law.
Organisation refers to a specific entity which may be – in private, public, or community and volunteer sectors; a business, a separate unit within a larger entity, a Māori organisation, or a special-purpose body.
Organisational requirements may include but are not limited to:
 - organisation purpose and/or direction
 - organisation policies and processes
 - compliance: legislative/legal, health and safety
 - risk management
 - sustainability.
 A *process* is a sequence of actions often performed to achieve a result. Related processes operate within an organisational system.
- 5 For this unit standard, ‘improve the effectiveness of a process’ can refer to modifying an existing process and/or to introducing a new one.

Outcomes and performance criteria

Outcome 1

Improve the effectiveness of a process in an organisation.

Performance criteria

- 1.1 The effectiveness of a process is analysed to identify the potential for improvement, in accordance with organisational requirements.
- 1.2 Potential improvements to the effectiveness of the process are described in terms of the results of the analysis in performance criterion 1.1, and in accordance with organisational requirements.
- 1.3 Modifications to the process with the greatest likelihood to improve the effectiveness of the process are identified and justified, in accordance with organisational requirements.
- 1.4 Modification to the process is implemented in consultation with relevant internal and/or external stakeholders, in accordance with organisational requirements.
- 1.5 Modified process is evaluated to assess improvement, in accordance with organisational requirements.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	N/A
Review	2	17 March 2016	N/A
Revision and Rollover	3	29 July 2021	N/A
Rollover and Revision	4	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.