

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.
----------------	--

Classification	Business Operations and Development > Systems and Resources Management
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

- Unit standards in the Systems and Resources Management domain are about using inputs and processes to achieve intended outputs.
- 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.
- 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.
- 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.
- 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.
-

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	31 December 2028
Review	2	17 March 2016	31 December 2028
Rollover and Revision	3	29 July 2021	31 December 2028
Rollover and Revision	4	27 April 2023	31 December 2028
Review	5	30 October 2025	31 December 2028

Consent and Moderation Requirements (CMR) reference

0113

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.