

Pearson BTEC Level 5 Higher Nationals in Engineering (RQF)

Unit 49: Lean Manufacturing

Unit Workbook 4

in a series of 4 for this unit

Learning Outcome 4

Communication Skills for Continuous Improvement

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Sample

INTRODUCTION

Demonstrate effective communication skills in order to lead the process of continuous improvement across an organisation.

- *Communication:*
 - Communication to a small group on the application and use of one of the lean tools.
 - Factors that influence engagement within a group, facilitation skills and change management.

Sample

1.1 Communication

When an organisation or individual manager decides to try to improve a process using lean tools they must communicate their plans with the relevant department(s) and individuals. How they go about this communication can have a significant influence on the effectiveness of the lean tool implementation and overall change they intend to make in their organisation.

1.1.1 Communication to a Small Group

The first task when communicating a plan for lean tool implementation is to identify the relevant individuals who are involved in the intended process. One must also consider how to communicate on a level that will be understood by all parties.

In communicating to a small group, it is useful to prepare a presentation that outlines the aims, objectives, advantages, disadvantages etc. of implementing a lean tool. The presentation could be produced using Microsoft 'PowerPoint' or OpenOffice 'Impress', either of which will suitably display the required information.

1.1.2 Factors that Influence Engagement

It is important to remember the potential pitfalls and barriers to change that have been discussed in this unit, as well as the potential improvements for all those involved in making a change to a process. The lead in managing a change should have a full understanding of its reasons as well as effectively communicate to and motivate the other members involved.

How does the lead/manager in managing a change identify the effectiveness of their communication and how successful they have been at engaging the other relevant members? There are a number of different ways of gauging the impact that a presentation has on its attending members.

Many of the tips to improve communication are common in a workplace regardless of whether one is attempting to implement a lean tool or not.