

COSTPCBCF12.2

Identify and implement improvements to planning services



Overview

This unit is about managing services to ensure that they are meeting both client and customer needs and contribute to a culture of continuous improvement. You will need to evaluate the strengths and weaknesses of the services and identify any need for improvement measures. You will then need to recommend the introduction of improvement measures. You will need to monitor the compliance of projects with the improvement objectives, investigate variances and restore compliance.

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Performance criteria

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You must be able to:

- P1 evaluate the **strengths and weaknesses** of existing services and check whether they are suitable for achieving a service to clients and customers
- P2 **analyse** available **data and information** and identify needs and requirements for operational change and development
- P3 identify valid and realistic improvement **measures** which will maximise efficiency and effectiveness
- P4 recommend the introduction of improvement **measures** into the organisation's operations and develop programmes for their implementation
- P5 implement agreed improvement **measures** in services and projects
- P6 monitor the compliance of projects with the improvement objectives, investigate variances and restore compliance with the development plan
- P7 check with clients and customers that the improvement **measures** have satisfied their needs
- P8 contribute to a culture of continuous improvement in services

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Knowledge and understanding

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You need to know and understand:

- K1 what to identify as valid and realistic improvement **measures** which will maximise added value (understanding)
- K2 how to implement agreed improvement **measures** in services and projects (application)
- K3 how and why to monitor the compliance of projects with the improvement objectives and investigate variances (analysis)
- K4 how and why to recommend the introduction of improvement **measures** and develop programmes for their implementation (synthesis)
- K5 how and why to evaluate the **strengths and weaknesses** of existing services and check whether they are suitable for achieving a service to clients and customers (evaluation)
- K6 what to identify as needs and requirements for operational change and development
- K7 how and why to **analyse** available **data and information** (analysis)
- K8 how to check with clients and customers that the improvement **measures** have satisfied their needs (application)
- K9 how to contribute to a culture of continuous improvement to services (evaluation)

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Range/Scope

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- 1 Strengths and weaknesses:**
 - 1.1 market share
 - 1.2 scope of products and services
 - 1.3 availability of resources
 - 1.4 working practices
 - 1.5 standardisation
 - 1.6 productivity
 - 1.7 profitability and cost factors
 - 1.8 corporate values
 - 1.9 environmental impact
 - 1.10 socio-economic factors
 - 1.11 ability to innovate
 - 1.12 efficiency of systems (including information technology)
 - 1.13 waste reduction
 - 1.14 availability of skills
- 2 Analyse:**
 - 2.1 quantitative
 - 2.2 qualitative
 - 2.3 Strengths, Weaknesses, Opportunities and Threats (SWOT) analyses
 - 2.4 against industry performance benchmarks
 - 2.5 reflection on professional practice
- 3 Data and information - sources:**
 - 3.1 professional journals and publications
 - 3.2 data from within the built environment
 - 3.3 sector benchmarking
 - 3.4 customer feedback
- 4 Measures:**
 - 4.1 adopting current best practice
 - 4.2 new processes, methods and techniques
 - 4.3 training

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