



# NVQ Delivery

## Overview

Project manage the delivery of Level 2 NVQ in Performing Manufacturing Operations (PMO) and Business Improvement Techniques (BIT) within a busy automotive production environment. PMO behind plan at point of joining project (see KPI).

## Project Solution

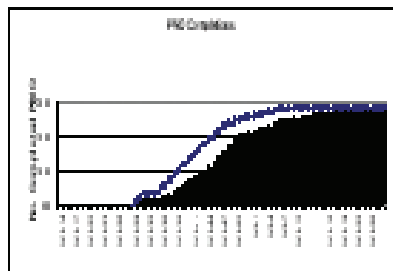
Managed PMO catchback activity by:

- Visualising KPI - simple visual daily count.
- Restructuring resources into areas where best impact could be achieved - moved assessors to production areas where candidates could make more time to implement their improvement events.
- Weekly follow - full section meeting, agenda driven, minuted, all leaders attended.
- Increasing to daily follow as milestone approached - Daily KPI reviewed in 10-minute Start of Shift meeting.
- BIT training plan developed & delivered internally for non-BIT assessors. Delivery more difficult due to increased reliance on learner to make progress coupled with difficult production conditions.
- Fronted up the project. Presented to Managers / General Managers to reconfirm company direction and outline commitment required from learners and line management. Made new activity KPI to track progress in more detail. Gained approval for additional admin resource to free up assessor time, plus overtime for learners to catchback their improvement activities. Some assessors worked late or early shifts to catch learners.

## Results

- ~1000 PMO completions achieved in 23 weeks towards end of PMO project
- ~1150 BIT completions achieved in 40 weeks towards end of my tenure

PMO



BIT

