

**SKILLS FRAMEWORK FOR ELECTRONICS  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Productivity and Innovation					
<b>TSC</b>	Continuous Process Improvement					
<b>TSC Description</b>	Apply continuous improvement processes to improve products, services or processes seeking incremental improvement over time or breakthrough improvement all at once					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>ELE-PIN-1001-1.1</b>	<b>ELE-PIN-2001-1.1</b>	<b>ELE-PIN-3001-1.1</b>	<b>ELE-PIN-4001-1.1</b>	<b>ELE-PIN-5001-1.1</b>	
	Carry out “5S” procedures in the work area to maintain the standards and discipline as part of continuous improvement processes	Apply continuous improvement process to workplace activities as well as follow-through the continuous improvement activities	Implement organisation’s systems and processes relating to continuous improvement and apply them to the workplace	Facilitate an organisation’s systems and processes relating to continuous improvement and coach team members toward continuous improvement	Formulate organisation’s systems and processes related to continuous improvement and adopt change management to implement and facilitate continuous improvement	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Basic principles of effective workplace organisation</li> <li>Elements in 5S program</li> <li>Purpose and benefits of 5S program</li> <li>Application of 5S techniques to own job and workplace</li> </ul>	<ul style="list-style-type: none"> <li>Purpose of continuous improvement</li> <li>Types of continuous improvement process techniques</li> <li>Procedures for making action plans</li> <li>Concepts and methods of continuous improvement process</li> <li>Types of performance indicators</li> <li>Procedures for carrying out continuous improvement activities</li> <li>Methods to track and measure progress of continuous improvement activities</li> <li>Procedures to follow-through the continuous improvement activities</li> <li>Procedures for reporting and recording continuous improvement activities outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Organisational continuous improvement goals</li> <li>Organisational goals and targets</li> <li>Continuous improvement systems, tools, techniques, systems and processes</li> <li>Feedback and suggestions for continuous improvement opportunities</li> <li>Relevant legislation and regulations, especially those relating to Workplace Safety and Health (WSH)</li> <li>Organisational structure, functions, resources, policies, procedures and culture</li> <li>Internal and external benchmarking and best practice principles and practices</li> <li>Quality assurance and/or control approaches</li> <li>Continuous improvement target</li> <li>Continuous improvement goals for the target</li> </ul>	<ul style="list-style-type: none"> <li>Identification of continuous improvement opportunities</li> <li>Direct continuous improvement activities</li> <li>Management of systems and processes to facilitate continuous improvement</li> <li>Monitoring and evaluation of continuous improvement processes</li> </ul>	<ul style="list-style-type: none"> <li>Organisational continuous improvement goals and targets</li> <li>Organisation’s continuous improvement systems, tools, techniques, systems and processes</li> <li>Information gathering for continuous improvement processes</li> <li>Assessment of feedback and suggestions for continuous improvement opportunities</li> <li>Change management tools and practices</li> </ul>	

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<p><b>Abilities</b></p>	<ul style="list-style-type: none"> <li>• Clear unnecessary items from work area</li> <li>• Organise work area in an orderly manner</li> <li>• Clean work area</li> <li>• Maintain work area cleanliness</li> <li>• Maintain self-discipline in work area</li> </ul>	<ul style="list-style-type: none"> <li>• Identify improvement goals to be achieved</li> <li>• Carry out the continuous improvement activities in accordance with the action plan</li> <li>• Collect, collate and compile data for continuous process improvement</li> <li>• Apply appropriate continuous process improvement techniques to collect data related to continuous improvement goals</li> <li>• Take corrective action against issues that arise during implementation of continuous improvement activities in accordance with organisational procedures</li> <li>• Follow-through the progress of continuous improvement activities and take appropriate corrective actions on any non-conformance</li> <li>• Report and record the outcomes of continuous improvement activities in accordance with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Execute continuous improvement plans in consultation with senior management and supervisors of the target areas</li> <li>• Coach teams or individuals to effectively participate in continuous improvement processes</li> <li>• Develop recommendations and plans for continuous improvements and seek approval for deployment with relevant personnel and continuous improvement teams</li> <li>• Implement cost savings, productivity and service improvements</li> <li>• Implement continuous improvement strategy as planned and monitor the results</li> <li>• Deploy the change in processes or procedures as a result of the continuous improvement</li> <li>• Monitor continuous improvement strategy against the identified benchmark and measures</li> <li>• Review the performance improvements before and after the implementation to identify further improvement opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Manage and implement continuous improvement systems</li> <li>• Promote team support and coach team members toward continuous improvement</li> <li>• Gather, access and record, production information to track continuous improvements</li> <li>• Analyse, synthesise and interpret information</li> <li>• Design and apply improvement tools and strategies</li> <li>• Monitor and evaluate improvement processes</li> <li>• Identify continuous improvement opportunities</li> <li>• Discuss and direct continuous improvement activities</li> <li>• Manage systems and processes to facilitate continued improvement</li> <li>• Evaluate improvement processes</li> </ul>	<ul style="list-style-type: none"> <li>• Identify improvement opportunities in line with organisation's continuous improvement goals and targets</li> <li>• Develop recommendations and plans for improvements</li> <li>• Implement systems and processes to facilitate continuous improvement</li> <li>• Monitor and evaluate continuous improvement processes to identify further refinements</li> </ul>	
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