

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Innovation					
TSC	Drive Productivity and Innovation					
TSC Description	Engender a culture to encourage idea generation that promotes productivity and innovation across the organisation					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-INO-1002-1.1	RET-INO-2002-1.1	RET-INO-3002-1.1	RET-INO-4002-1.1	RET-INO-5002-1.1	RET-INO-6002-1.1
	Proactively seek opportunities to learn innovative work systems and processes to continuously improve organisational performance	Collaborate with others to engender a productive and innovative culture within the workplace and demonstrate commitment to innovate and continuously improve organisational performance	Participate in knowledge sharing and encourage teams to use newer ways of looking at established systems or processes to engender a productive and innovative culture	Facilitate continuous learning and practical utilisation of new ideas and encourage cross-functional learning in operationalising the productivity and innovative culture	Encourage new ways of looking at established processes and practices and inculcate a culture that values productivity and innovation	Model positive innovative thinking and practices to promote a culture of innovation and openness to encourage novel and valuable ideas
Knowledge	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Details of the productivity and innovation road map and action plan • Individual role in contributing to innovative culture • Importance of innovation • Types of innovative practices within the workplace • Methods to generate innovative ideas 	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Details of the productivity and innovation road map and action plan • Individual role in contributing to innovative culture • Importance of innovation • Types of innovative practices within the workplace • Methods to generate innovative ideas 	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Details of the productivity and innovation road map and action plan • Individual role in contributing to innovative culture • Importance of innovation • Types of innovative practices within the workplace • Methods to generate innovative ideas 	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Methods of measuring productivity of staff • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Productivity and innovation strategy • Details of the productivity and innovation road map and action plan • Principles of innovation • Ways to facilitate innovative practices within the organisation • Methods to evaluate innovative ideas 	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Methods of measuring productivity of staff • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Productivity and innovation strategy • Details of the productivity and innovation road map and action plan • Principles of innovation • Ways to facilitate innovative practices within the organisation • Methods to evaluate innovative ideas 	<ul style="list-style-type: none"> • Components of productivity framework • Components of productivity and innovation mindset staff productivity at workplace • Methods of measuring productivity of staff • Benefits of productivity measurement • Types of internal and external factors affecting productivity improvement • Types of productivity measurement • Productivity and innovation strategy • Details of the productivity and innovation road map and action plan • Principles of innovation • Ways to facilitate innovative practices within the organisation • Methods to evaluate innovative ideas
Abilities	<ul style="list-style-type: none"> • Explain meaning and concept of productivity and innovation • Understand importance of productivity and innovation • Recognise the importance of innovation 	<ul style="list-style-type: none"> • Explain meaning and concept of productivity and innovation • Understand importance of productivity and innovation • Recognise needs for productivity improvement 	<ul style="list-style-type: none"> • Explain meaning and concept of productivity and innovation • Describe importance of productivity and innovation • Explain components of productivity mindset and 	<ul style="list-style-type: none"> • Facilitate continuous learning and practical utilisation of new ideas • Drive cross functional learning in operationalising productivity and innovative culture within 	<ul style="list-style-type: none"> • Encourage new ways of looking at established processes and practices • Drive brainstorming and use of new methods by creating productivity and innovation culture • Develop productivity and 	<ul style="list-style-type: none"> • Inculcate a culture and openness to encourage novel and valuable ideas to promote productivity and innovation • Encourage idea generation to promote productivity and

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	<ul style="list-style-type: none"> Participate in the generation of innovative ideas Support implementation of innovative practices 	<p>and innovation so that organisational goals can be met</p> <ul style="list-style-type: none"> Describe benefits of productivity improvements and innovation 	<p>how they can improve staff productivity at workplace</p> <ul style="list-style-type: none"> Define productivity improvement to improve staff productivity Recognise needs for productivity improvement and innovation Describe benefits of productivity improvements and innovation Apply tools and techniques for productivity improvement at workplace 	<p>the workplace</p> <ul style="list-style-type: none"> Define productivity improvement to improve staff productivity Describe benefits of productivity improvements Identify and apply productivity measurement at workplace Identify tools and techniques for productivity improvement Create awareness for the productivity improvement initiative and communicate details of the road map and action plan to team Engage and encourage employees to participate in the productivity improvement initiative 	<p>innovation strategy</p> <ul style="list-style-type: none"> Facilitate establishment to create a productivity and innovation management structure Assign responsibilities and accountabilities to stakeholders for implementation of the productivity and innovation framework Link staff performance appraisals, recognition and rewards to productivity and innovation according to results of productivity measurements 	<p>innovation culture across the organisation</p> <ul style="list-style-type: none"> Articulate objectives pertaining to productivity and innovation strategies formulation of organisation Define performance metrics to indicate desirable productivity levels Endorse organisational productivity management framework.
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