

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

TSC Category	Innovation					
TSC	Productivity and Innovation Strategy					
TSC Description	Articulate productivity and innovation strategies, develop a productivity management framework as well as manage systems to evaluate effectiveness in promoting continuous improvements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				RET-INO-4006-1.1	RET-INO-5006-1.1	RET-INO-6006-1.1
				Manage systems to evaluate effectiveness of the productivity framework, conduct diagnosis and recommend areas for improvement.	Establish detailed productivity management frameworks and roadmaps to achieve desired productivity and innovation outcomes	Articulate objectives pertaining to productivity and innovation strategies and define performance metrics to indicate desirable productivity levels and endorse productivity management framework
Knowledge				<ul style="list-style-type: none"> Productivity and innovation strategy Details of the productivity and innovation road map and action plan to be provided to employees for the implementation of productivity and innovation framework 	<ul style="list-style-type: none"> Productivity and innovation concepts and goals for the organisation Quantitative and qualitative indicators commonly used in measuring organisation's productivity Quantitative and qualitative indicators commonly used in measuring organisation's innovation Methods to analyse the relationship between productivity measurements and factors that influence productivity Methods to analyse the relationship between productivity measurements and factors that influence innovation 	<ul style="list-style-type: none"> Productivity and innovation concepts and goals for the organisation Ways in which productivity and innovation play an important role in the generation of wealth and value for the organisation, industry and the country Assessment of qualitative and quantitative factors that influence productivity and innovation Productivity management structures to facilitate productivity framework implementation in the organisation and their characteristics
Abilities				<ul style="list-style-type: none"> Assign responsibilities and accountabilities to team for implementation of the productivity and innovation roadmap Create awareness for the productivity improvement initiative and communicate details of 	<ul style="list-style-type: none"> Develop productivity and innovation strategy Facilitate establishment a productivity and innovation management structure Assign responsibilities and accountabilities to stakeholders for 	<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

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				<p>the road map and action plan to team</p> <ul style="list-style-type: none"> Engage and encourage employees to participate in the productivity improvement initiative 	<p>implementation of the productivity and innovation framework</p> <ul style="list-style-type: none"> Link staff performance appraisals, recognition and rewards to productivity and innovation according to results of productivity measurements 	<ul style="list-style-type: none"> Endorse organisational productivity management framework.
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