

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

TSC Category	Results Achievement					
TSC	Business Excellence					
TSC Description	Develop and implement policies and processes to achieve business excellence					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5 RET-RAC-5002-1.1	Level 6
					Manage the organisation's business excellence journey in a holistic and integrated manner which includes managing improvements for business excellence as well as sustaining business excellence	
Knowledge					<ul style="list-style-type: none"> • Business excellence framework including its categories, key attributes and scoring dimensions • Types of business excellence standards, certifications and awards • Types of business excellence assessment tools and their components • Organisation's business excellence objectives and scope of assessment • Components of the organisation's strategies and action plans • Methods to communicate business organisation's strategy and action plan 	
Abilities					<ul style="list-style-type: none"> • Establish organisation's objectives and scope of business excellence assessment • Conduct business excellence assessment • Collate findings and feedback that may arise from the conduct of the business excellence assessment • Develop strategy and 	

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					action plan to implement and address follow-up actions <ul style="list-style-type: none"> • Communicate strategy and action plans to stakeholders 	
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