

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

<b>TSC Category</b>	Process Improvement					
<b>TSC</b>	Process Improvement and Optimisation					
<b>TSC Description</b>	Adopt process mining tools to discover critical processes and maximise these processes to achieve maximum efficiency in accordance with organisation procedures					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b> <b>STP-MPR-3023-1.1</b>	<b>Level 4</b> <b>STP-MPR-4023-1.1</b>	<b>Level 5</b> <b>STP-MPR-5023-1.1</b>	<b>Level 6</b>
			Implement adoption of process improvement and optimisation methods	Undertake development and refinement of plans for process improvement and optimisation	Devise strategies for adoption of improvements and optimisation of processes	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Methods in recording meaningful event logs</li> <li>• Know-how in identification of trends in sets of data</li> <li>• Methods in collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Techniques used for data mining</li> <li>• Resource assessment and deployment methods</li> <li>• Understand operation of data analytics tools for bespoke solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Understand intricacies of available data analytics tools</li> <li>• Techniques to project future areas for automaton</li> <li>• Projection of skills and training required for adoption of changes</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Maintain event logs of processes</li> <li>• Analyse trends within dataset of event logs</li> <li>• Identify possible automation solutions for repetitive tasks</li> <li>• Collaborate with stakeholders to validate findings</li> </ul>	<ul style="list-style-type: none"> <li>• Develop plans for implementation of improvements and optimisation of processes</li> <li>• Review shortcomings and further refine processes</li> <li>• Determine and deploy resources as required for enhancement of processes to be optimised</li> </ul>	<ul style="list-style-type: none"> <li>• Lead use of findings from data analytics to identify processes for automation</li> <li>• Devise transformational initiatives to streamline business operations</li> <li>• Formulate guidelines for process enhancement to achieve business optimisation goals</li> <li>• Initiate organisation-wide reformation of processes to improve productivity</li> </ul>	