

<b>TSC Category</b>	Productivity and Innovation					
<b>TSC</b>	Productivity Improvement					
<b>TSC Description</b>	Lead and drive work area process goals, job specifications and workplace requirements for productivity initiatives, as well as evaluate work area processes for problems and identify areas for improvement					
<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>HAS-PIN-1015-1.1</b>	<b>HAS-PIN-2015-1.1</b>	<b>HAS-PIN-3015-1.1</b>	<b>HAS-PIN-4015-1.1</b>	<b>HAS-PIN-5015-1.1</b>	<b>HAS-PIN-6015-1.1</b>
	Identify work area process goals, job specifications and workplace requirements for productivity improvement, as well as document productivity performance	Provide insights and generate ideas to improve productivity in the workplace as well as present inputs to next level for further validation	Observe work area processes for problems, identify areas for improvement, implement appropriate productivity tools and techniques for productivity improvement and monitor and review productivity performance data	Manage productivity plans and initiatives, develop recommendations for productivity improvement and communicate these productivity improvement ideas to relevant stakeholders	Formulate organisation's productivity road maps and action plans, as well as finalise and design recommendations according to workplace procedures	Champion organisation's productivity culture, as well as communicate the organisation's continuous improvement processes to individuals and teams
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Concept of productivity</li> <li>• Importance of productivity</li> <li>• Benefits of higher productivity at workplace</li> <li>• Factors affecting productivity improvement</li> <li>• Need for productivity improvement</li> <li>• Types of productivity measurement</li> </ul>	<ul style="list-style-type: none"> <li>• Concept of productivity</li> <li>• Importance of productivity</li> <li>• Benefits of higher productivity at workplace</li> <li>• Factors affecting productivity improvement</li> <li>• Need for productivity improvement</li> <li>• Types of productivity measurement</li> <li>• Methods of data collection</li> </ul>	<ul style="list-style-type: none"> <li>• Concept of productivity</li> <li>• Importance of productivity</li> <li>• Benefits of higher productivity at workplace</li> <li>• Factors affecting productivity improvement</li> <li>• Need for productivity improvement</li> <li>• Types of productivity measurement</li> <li>• Methods of data collection</li> <li>• Components of productivity action plan</li> <li>• Tools for productivity analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Productivity concepts and goals for the organisation</li> <li>• Components of productivity action plan</li> <li>• Quantitative and qualitative productivity indicators</li> <li>• Factors affecting productivity improvement</li> <li>• Types of barriers to productivity improvement</li> <li>• Methods of overcoming barriers to productivity improvement</li> <li>• Types of methods, tools and techniques for productivity improvement</li> <li>• Types of productivity measurements</li> </ul>	<ul style="list-style-type: none"> <li>• Productivity concepts and goals for the organisation</li> <li>• Components of productivity roadmap and action plan</li> <li>• Productivity management structures to facilitate productivity framework implementation in the organisation and their characteristics</li> <li>• Quantitative and qualitative productivity indicators</li> <li>• Types of productivity measurement</li> <li>• Methods to analyse the relationship between productivity measurements and factors that influence productivity</li> <li>• Importance of respective role in contributing to productivity improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Productivity concepts and goals for the organisation</li> <li>• Components of productivity roadmap and action plan</li> <li>• Productivity management structures to facilitate productivity framework implementation in the organisation and their characteristics</li> <li>• Quantitative and qualitative productivity indicators</li> <li>• Importance of respective role in contributing to productivity improvement</li> <li>• Assessment of qualitative and quantitative factors that influence productivity</li> <li>• Types of motivation and incentive schemes for productivity improvements</li> </ul>

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<p><b>Abilities</b></p>	<ul style="list-style-type: none"> <li>• Recognise need and benefits for productivity improvement</li> <li>• Apply productivity measurement at workplace</li> <li>• Apply tools and techniques for productivity improvement at workplace</li> <li>• Document productivity performance</li> </ul>	<ul style="list-style-type: none"> <li>• Identify importance of productivity at workplace</li> <li>• Facilitate implementation of productivity and process initiatives</li> <li>• Review selected techniques and tools for workplace productivity improvement</li> <li>• Track productivity performance</li> <li>• Provide feedback on ways to improve productivity and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Identify potential areas and opportunities for productivity measurement and improvement</li> <li>• Select and implement tools and techniques for productivity improvement</li> <li>• Monitor productivity measurements</li> <li>• Analyse productivity performance data</li> <li>• Report and recommend productivity improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Manage productivity action plans and initiatives</li> <li>• Review potential areas and opportunities for productivity measurement and improvement</li> <li>• Identify and align industry best practices for process and productivity improvement</li> <li>• Assess and propose solutions to overcome barriers to productivity improvement</li> <li>• Evaluate tools and techniques for productivity improvement</li> <li>• Monitor productivity measurements</li> <li>• Review productivity performance data</li> <li>• Report and recommend productivity improvement to relevant stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Develop organisation's productivity road map and action plan</li> <li>• Establish productivity measurements</li> <li>• Identify and arrange resources required for implementation of the productivity framework</li> <li>• Engage and encourage employees to participate in the productivity improvement initiatives</li> <li>• Provide training to stakeholders to prepare stakeholders to implement the productivity framework</li> <li>• Evaluate the effectiveness of implementation of the productivity framework</li> </ul>	<ul style="list-style-type: none"> <li>• Champion productivity road map</li> <li>• Facilitate establishment of a productivity management structure and assign responsibilities and accountabilities to stakeholders for implementation of the productivity framework</li> <li>• Create awareness for the productivity improvement initiative and communicate details of the productivity roadmap and action plan to stakeholders</li> <li>• Integrate organisation and individual performance with results of productivity measurements</li> </ul>
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