**MARK SHEET –Applying lean production and improvement methodologies to operational problems in service delivery**

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| **Centre Number :** |  | **Centre Name :** |  |
| **Learner Registration No :** |  | **Learner Name:** |  |
| **INSTRUCTIONS FOR ASSESSMENT AND USE OF MARK SHEET** Assessment must be conducted with reference to the assessment criteria (AC). In order to pass the unit, every AC must be met.Assessors will normally award marks for every AC and then total them into a percentage. However, for greater simplicity, there is the option to not use marks at all and merely indicate with a ‘Pass’ or ‘Referral’ in the box (below right). In order to pass the unit every AC must receive a ‘Pass’ **Where marks are awarded according to the degree to which the learner’s evidence in the submission meets each AC, every AC must be met, i.e. receive at least half marks (e.g. min 10/20). Any AC awarded less than the minimum produces an automatic referral for the submission (regardless of the overall mark achieved).** Sufficiency descriptors are provided as guidance. If 20 marks are available for an AC and the evidence in the submission approximates to the ‘pass’ descriptor, that indicates it should attract 10 marks out of 20, if a ‘good pass’ then ca. 15 out of 20. The descriptors are not comprehensive, and cannot be, as there are many ways in which a submission can exceed or fall short of the requirements. | 1. **Learner named above confirms authenticity of submission.**
2. **ILM uses learners’ submissions – on an anonymous basis – for assessment standardisation.  By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed.**

**However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: □** |
| **Learning Outcome / Section 1:** Be able to undertake a service delivery improvement project using lean production and improvement methodologies  |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors***[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | **Assessor feedback on AC** *[comments not necessary in every box]* |
| AC 1.1Develop a plan to improve a workplace project using lean production and improvement methodologies | **Referral [*5/20*]** | **Pass [*10/20*]** | **Good Pass [*15/20*]** |  |
| * A plan to improve a workplace project using lean production and improvement methodologies has not been developed, or is incorrect or inappropriate, or the lean production and improvement methodologies are incorrect or inappropriate
 | * A correct and appropriate plan to improve a workplace project using lean production and improvement methodologies has been developed, although additional work is required for full implementation
 | * A correct and appropriate plan to improve a workplace project using lean production and improvement methodologies has been fully developed for implementation
 |
| / 20(min. of 10) | Pass or Referral |
| AC 1.2Implement an appropriate improvement to service delivery, using the plan | **Referral [*5/20*]** | **Pass [*10/20*]** | **Good Pass [*15/20*]** |  |
| * No evidence is provided that an appropriate improvement to service delivery using the plan has been implemented or is being implemented, or the implementation is incorrect or inappropriate or is not based on the plan
 | * Limited evidence is provided that an appropriate improvement to service delivery using the plan has been, or is being, correctly and appropriately implemented
 | * Detailed evidence is provided that an appropriate improvement to service delivery using the plan has been, or is being, correctly and appropriately implemented
 |
| / 20(min. of 10) | Pass or Referral |
| AC 1.3Use appropriate controls and monitoring techniques to ensure the continuing implementation of the improvement project | **Referral [*5/20*]** | **Pass [*10/20*]** | **Good Pass [*15/20*]** |  |
| * No evidence is provided that appropriate controls and monitoring techniques have been, or are being, used to ensure the continuing implementation of the improvement project, or the controls and monitoring techniques are incorrect, inappropriate, inefficient or ineffective, or do not ensure the continuing implementation of the improvement project
 | * Limited evidence is provided that correct, appropriate, efficient and effective controls and monitoring techniques have been, or are being, used to ensure the continuing implementation of the improvement project
 | * Detailed evidence is provided that correct, appropriate, efficient and effective controls and monitoring techniques have been, or are being, used to ensure the continuing implementation of the improvement project
 |
| / 20(min. of 10) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Be able to develop a report on the outcomes of the service improvement project  |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors***[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | **Assessor feedback on AC** *[comments not necessary in every box]* |
| AC 2.1Evaluate the success of the improvement project, explaining how it is controlled to produce long term sustainability of the improvement | **Referral [*5/20*]** | **Pass [*10/20*]** | **Good Pass [*15/20*]** |  |
| * The success of the improvement project has not been evaluated, or the evaluation is incorrect, or the success of the improvement project has merely been listed or described with no evaluation to provide a conclusion or recommendations that explain how it is controlled to produce long term sustainability of the improvement
 | * The success of the improvement project has been correctly evaluated to provide a conclusion or recommendations that partially explain how it is controlled to produce long term sustainability of the improvement
 | * The success of the improvement project has been correctly evaluated to provide a conclusion or recommendations that fully explain how it is controlled to produce long term sustainability of the improvement
 |
| / 20(min. of 10) | Pass or Referral |
| AC 2.2Develop a report on the improvement project that communicates the outcomes of the improvement project | **Referral [*5/20*]** | **Pass [*10/20*]** | **Good Pass [*15/20*]** |  |
| * A report on the improvement project that communicates the outcomes of the improvement project has not been developed, or the report is inaccurate or inappropriate, or the report does not effectively communicate the outcomes of the improvement project
 | * An accurate and appropriate report on the improvement project that communicates the outcomes of the improvement project has been developed, although the report needs additional work for the communication to be fully effective
 | * An accurate and appropriate report on the improvement project that effectively communicates the outcomes of the improvement project has been developed
 |
| / 20(min. of 10) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
|  | **/ 100** | **TOTAL MARKS** |

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| **Assessor’s Decision** | **Quality Assurance Use** |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of Assessor:****Date of QA Check:** | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of QA:****Date of QA check:** |