**MARK SHEET –Preparing to apply 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:** Understand how to use lean production and improvement methods to measure and analyse service problems  |
| **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 1.1Evaluate a range of lean production and improvement methods appropriate for measuring and analysing service problems | **Referral [*7/28*]** | **Pass [*14/28*]** | **Good Pass [*21/28*]** |  |
| * A range of lean production and improvement methods appropriate for measuring and analysing service problems are not evaluated, or the range of methods is deficient, or the evaluations are incorrect, or methods are merely listed or described with no evaluation to provide a conclusion or recommendations
 | * A representative range of lean production and improvement methods appropriate for measuring and analysing service problems are evaluated correctly to provide a conclusion or recommendations
 | * A comprehensive range of lean production and improvement methods appropriate for measuring and analysing service problems are evaluated correctly to provide a conclusion or recommendations
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| / 28(min. of 14) | Pass or Referral |
| AC 1.2Compare and contrast lean production and improvement methods currently employed within the organisation | **Referral [*7/28*]** | **Pass [*14/28*]** | **Good Pass [*21/28*]** |  |
| * Lean production and improvement methods currently employed within the organisation are not compared and contrasted, or are compared and contrasted incorrectly or inappropriately, or are merely listed or described with no descriptions or assessment to compare and contrast their relative features or effectiveness
 | * The features and effectiveness of lean production and improvement methods currently employed within the organisation are described and a limited assessment made to compare and contrast the relative merits of the methods
 | * The features and effectiveness of lean production and improvement methods currently employed within the organisation are described and a full assessment made to compare and contrast the relative merits of the methods
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| / 28(min. of 14) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Understand how to develop a service 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 2.1Describe an aspect of service delivery requiring improvement | **Referral [5/20]** | **Pass [10/20]** | **Good Pass [15/20]** |  |
| * An aspect of service delivery requiring improvement is not described, or the description is incorrect or inappropriate, or why the aspect of service delivery requires improvement is not clear, or the aspect of service delivery has been merely stated with no account given of its principal features
 | * The principal features of an aspect of service delivery requiring improvement are correctly and appropriately described, although why the aspect requires improvement requires further development
 | * The principal features of an aspect of service delivery requiring improvement are correctly and appropriately described and why the aspect requires improvement is well-defined
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| / 20(min. of 10) | Pass or Referral |
| AC 2.2Develop a project proposal that uses lean production and improvement methods to bring about service improvement | **Referral [*6/24*]** | **Pass [*12/24*]** | **Good Pass [*18/24*]** |  |
| * A project proposal that uses lean production and improvement methods to bring about service improvement has not been developed, or has been developed incorrectly or inappropriately, or the project proposal is deficient
 | * A project proposal that uses lean production and improvement methods to bring about service improvement has been developed correctly and appropriately and includes scope, objectives and desired results, although additional work is required for full implementation
 | * A project proposal that uses lean production and improvement methods to bring about service improvement has been fully developed correctly and appropriately and includes scope, objectives and desired results and requires no additional work for full implementation
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| / 24(min. of 12) | 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:** |