**MARK SHEET – Undertaking a small scale service delivery improvement project using lean production methodologies**

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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 methodologies to measure, analyse, improve and control a service improvement to an activity within own control  |
| **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** |
| AC 1.1Describe how to use selected lean production and improvement tools to measure, analyse, improve and control typical service problems | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |  |
| * Less or no description is given of how to use selected lean production and improvement tools to measure and/or analyse and/or improve and/or control typical service problems
* The service problems are inappropriately in size or complexity for the scope of the unit
 | * A description is given of how to use two or more selected lean production and improvement tools to measure and analyse and improve and control typical service problems although the description may lack detail
 | * Thorough and detailed description is given of how to use a range of selected lean production and improvement tools to measure and analyse and improve and control typical service problems
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| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |

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| **Learning Outcome / Section 2:** Know how to define a potential service improvement to an activity within own control 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** |
| AC 2.1Prepare a proposal or project charter for using lean production and improvement methodologies to define a service improvement project to an activity within own control | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |  |
| * No evidence is given of a proposal or project charter for using lean production and improvement methodologies to define a service improvement project to an activity within own control
* Methodologies used are not those of lean production and improvement
* The evidenced proposal or project charter does not define a service improvement project to an activity within own control
 | * Appropriate evidence is given of a proposal or project charter for using lean production and improvement methodologies to define a service improvement project to an activity within own control although the proposal or project charter may have limited detail or the methodology may be brief
* The resulting definition of a service activity within own control may be limited in quantitative terms
 | * Detailed evidence is given of a proposal or project charter for using a range of lean production and improvement methodologies to clearly define a service improvement project to an activity fully within own control and capable of being quantifiably measured
 |
| / 12(min. of 6) | Pass or Referral |
| AC 2.2Identify those lean production and improvement tools most suitable for use on a specified service improvement activity | **Referral [ca. 2/8]** | **Pass [4/8]** | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** |
| * Lean production and improvement tools most suitable for use on a specified service improvement activity have not been identified
 | * Appropriate evidence is given of identification of lean production and improvement tools most suitable for use on a specified service improvement activity although the evidence may be limited in detail
 | * Detailed evidence is given of identification of lean production and improvement tools most suitable for use on a specified service improvement activity
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| / 8(min. of 4) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |

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| **Learning Outcome / Section 3:** Know how to employ lean production and improvement methodologies to measure and analyse a defined problem, and propose a small scale service improvement and controls  |
| **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** |
| AC 3.1Provide an analysis of a defined service delivery problem using selected lean production and improvement methodologies  | **Referral [ca. 5/20]** | **Pass [10/20]** | **Good Pass [ca. 15/20]** |  |
| * Evidence is provided of using selected lean production and improvement methodologies to measure and analyse a defined service delivery problem **but** the evidence and/or the analysis and/or the methodologies are inappropriate, incorrect or minimal
* Evidence is provided of using lean production and improvement methodologies to measure oranalyse, (**but** not both) a defined service delivery problem
* The service delivery problem is not appropriately defined, making the analysis irrelevant
* A service delivery problem is measured and analysed **but** there is no evidence of the use of lean production and improvement methodologies
 | * Evidence is provided of using two or more selected and appropriate lean production and improvement methodologies (such as DMAIC, six sigma, kaizen/continuous improvement and related models) to both measure **and** analyse a defined service delivery problem although the evidence may be limited and the definition of the problem may lack some clarity
 | * Detailed evidence is provided of using several selected lean production and improvement methodologies to thoroughly measure **and** analyse a service delivery problem that has been clearly defined
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| / 20(min. of 10) | Pass or Referral |
| AC 3.2Propose a small scale service improvement to address the identified problem | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** | **Assessor feedback on AC** |
| * No service improvement is proposed
* A small scale service improvement is proposed but it is minimal or inappropriate to address the identified problem
 | * With the aim of addressing the problem identified for AC 3.1, a small scale service improvement is proposed although the proposal may be limited and its solution of the problem may be more implicit than explicit
 | * A detailed proposal is made for a service improvement in order to address the identified problem for AC 3.1 with the solution made explicitly clear
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| / 16(min. of 8) | Pass or Referral |

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| AC 3.3Identify appropriate controls to monitor the effectiveness of the solution | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** |
| * Less than two controls are identified to monitor the effectiveness of the solution proposed for AC 3.2
* Two or more controls are identified **but** they are minimal or inappropriate to monitor the effectiveness of the solution
 | * At least two appropriate controls are identified to monitor the effectiveness of the solution proposed for AC 3.2
 | * Several controls are identified in detail appropriate for monitoring the effectiveness of the solution
 |  |
| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 4:** Know how to report on the improvement methodologies and outcomes of the small scale 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** |
| AC 4.1Prepare a short report which explains how the improvement methodologies were used to bring about an improvement | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |
| * A report is supplied **but** it is minimal and/or does not appropriately explain how the improvement methodologies were used to bring about an improvement
 | * A short report is supplied to explain how the improvement methodologies were used to bring about an improvement
 | * A report is given that clearly provides a step-by-step thorough and detailed explanation of the way(s) in which the improvement methodologies were used to achieve an improvement
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| / 12(min. of 6) | Pass or Referral |
| AC 4.2Explain the outcomes of the small scale service improvement project | **Referral [ca. 2/8]** | **Pass [4/8]** | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** |
| * An explanation is given of the small scale service improvement project **but** the explanation is incorrect, inappropriate or minimal
* The outcomes of the small scale service improvement project are merely stated or outlined as opposed to explained
 | * The outcomes of the small scale service improvement project are explained although the explanation may be limited
 | * A range of outcomes of the small scale service improvement project are thoroughly explained in detail
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| / 8(min. of 4) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
|  | **/ 100****TOTAL MARKS** |
| **Assessor’s Decision** | **Quality Assurance Use** |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of Assessor:****Date:** | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of QA:****Date of QA check:** |