SFJYC1
Enable improvements in organisational performance

Overview

This unit is about working with individuals to support them in improving the performance of their organisation. This includes the development and monitoring of action plans to address requirements or recommendations and supporting the implementation of quality systems.

There is one element:
Enable improvements in organisational performance

Target Group

The unit is recommended for those who actively support organisations to help them improve their performance. This goes beyond the provision of findings and recommendations in reports of inspections or reviews.

SFJYC1
Enable improvements in organisational performance

Performance criteria

You must be able to:

P1 confirm when organisations are required to develop an action plan for the improvement of organisational performance

P2 support the development and implementation of an action plan

P3 review action plans and monitor the achievement of any recommendations or requirements arising from the inspection

P4 support the development of policies and procedures which are consistent with the achievement of quality standards

P5 support the development of self assessment systems that contribute to the continuous measurement and improvement of the organisation

P6 use the findings of performance measurement to identify where performance could be improved

P7 identify and acknowledge improvements and examples of notable practice

P8 share knowledge and understanding of how improvements have or can be made across the organisation

P9 communicate information about any notable or innovative practices to other relevant agencies

SFJYC1
Enable improvements in organisational performance

Knowledge and understanding

You need to know and understand:

K1 how to develop an action plan for the improvement of organisational performance

K2 how to review and monitor action plans for the improvement of organisational performance

K3 the nature, purpose and benefits of quality systems and standards

K4 how to develop policies and procedures which are consistent with the achievement of quality standards

K5 the importance of performance measurement for the monitoring of quality standards

K6 systems and tools which can be used for self assessment within organisations

K7 how to communicate information about notable or innovative practices to relevant agencies

K8 how to encourage and motivate others to improve performance

K9 how to recognise and acknowledge achievements

SFJYC1
Enable improvements in organisational performance

Additional Information

Behaviours

1. communicate clearly, concisely, accurately and in ways that promote understanding
2. explain the nature, purpose and benefits of quality systems and standards
3. explain the importance of performance measurement for the monitoring of quality standards
4. encourage and motivate others to improve performance
5. constructively challenge the status quo and seek better alternatives
6. produce and recognise imaginative and innovative solutions

Skills

Listed below are the main generic `skills' which need to be applied in enabling improvements in organisational performance. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. Analysing
2. Communicating
3. Consulting
4. Evaluating
5. Influencing and persuading
6. Involving others
7. Planning
8. Problem solving
9. Motivating others
10. Setting objectives

Glossary

Frequently used terms and how they should be interpreted in the context of the Inspection of Public Services NOS

Organisation
Any public, private or voluntary sector body (including part of a larger body which is acting autonomously).

Self assessment
An evaluation of strengths and weaknesses carried out within an organisation, which may be used to inform subsequent inspection activity.

Links to other NOS

This unit is linked to Skills for Justice units:
SfJ AD1. Develop and sustain effective working relationships with staff from other agencies
SfJ HD11. Chair and participate in meetings (MCI)
SfJ HF23. Ensure an effective approach to project and process evaluation

SFJYC1
Enable improvements in organisational performance

Developed by	Skills for Justice
Version number	1
Date approved	July 2007
Indicative review date	July 2009
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SfJ YC1
Relevant occupations	Public Services; Public Service Professionals
Suite	Inspection of Public Sector Services
Key words	policy development, organisation, performance