



Continuous improvement policy

Scope

This policy describes our commitment to continuous improvement and the use of the DMAIC (Define, measure, analyse, improve, control) quality system to perform process improvement activities or projects.

This policy applies to all BizOps Enterprises employees – casual, part-time, full-time, permanent or temporary. It is part of everyone's role to continuously look for ways to improve processes and systems to ensure they are effective and efficient.

Our aim

Continuous improvement forms part of BizOps' overall business philosophy. BizOps is committed to the continuous improvement of policies and procedures.

Definitions

Continuous improvement is an ongoing process of review and evaluation to find ways to improve processes and systems.

When performing improvement activities, you should define an improvement project, measure process performance, analyse opportunity, improve process and control process. This process is referred to as the DMAIC quality system, which is outlined in the continuous improvement procedures.

Responsibilities

Management is responsible for ensuring continuous improvement procedures are applied. The manager of the section or department in which the continuous improvement project takes place is responsible for supporting the project and removing barriers to success.

All BizOps employees are responsible for applying continuous improvement procedures in their work areas. How this is done should be outlined by management in the relevant plan for each improvement activity or project. All employees are authorised to identify and report opportunities for improvement.

