



Lean Office & Administration



Participants completing the Diploma of Management—Lean Office & Administration will be able to lead and manage innovation in the workplace using “Lean Thinking” and contemporary management techniques.

You will undertake a series of workplace projects where you will be responsible for the development and deployment of “Lean” concepts in an office / administration environment.

These projects will help improve the level of customer service, team work and communication by challenging existing processes and cultures to develop a “High Performance Workplace”.

Units of Competency

- BSBCUS501B Manage quality customer service
- MSACMT661A Determine and establish information collection requirements and processes
- MSAPMSUP390A Use Structured Problem Solving Tools
- BSBMGT406A Plan and monitor continuous improvement
- BSBMGT516C Facilitate continuous improvement
- BSBINN502A Build and sustain an innovative work environment
- BSBWOR502B Ensure team effectiveness
- BSBMGT502B Manage people performance

Training incentives are available to employers for eligible staff members.