**ASSIGNMENT TASK for Unit: Managing improvement**

|  |  |
| --- | --- |
| **Centre Number** | **Centre Name**  |
| **Learner Registration No** | **Learner Name** |
| **TASK**The purpose of this unit is to develop understanding and ability to manage quality, so as to be able to plan improvements to meet or exceed customer requirements, as required by a practising or potential middle manager.**note** An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacityThe nominal word count for this assignment is 2500 words: The suggested range is between 2000 and 3000 words, however individuals have different writing styles, and there is no penalty if the word-count range is exceeded. |
| *Please use the headings shown below when writing up your assignment* | **Assessment Criteria** |
| **1Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements** Use quality standards or any other appropriate metrics to critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements.You are then required to evaluate your own ability to manage quality to meet or exceed customer requirements and provide a conclusion or recommendations.   | * Critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements (36 marks)
* Evaluate own ability to manage quality to meet or exceed customer requirements (24 marks)
 |
| **Be able to plan and implement projects to meet, and if possible exceed, customer requirements**Develop and implement an improvement plan, based on issues identified in the previous section, that identifies and prioritises areas for improvement, defines success criteria, and sets targets for improvements to meet, and if possible exceed, customer requirements. | * Develop an improvement plan that is designed to meet and, if possible, exceed customer requirements (24 marks)
* Implement improvement plans designed to meet or exceed customer requirements (16 marks)
 |
| By submitting I confirm that this assessment is my own work |