BSBMGT516A-Facilitate Continuous Improvement

Interactive Task

The first screen gives an overview . . . click on the play button to hear what the task involves. Also click on the button to hear an introduction to one of the workers - Susan.

When you have finished reviewing the first of the four screens, click on Next to continue or click on the next tab at the top of the screen: See

On the second screen you are introduced to a workplace problem, solution and review. You are also introduced to another worker - Ken. Click on each of these buttons followed by the Play button to hear the stories.
The third screen gives you a problem to work on and includes a quiz and some problem solving tools for you to try.

The final screen asks you to complete an exercise, either in a group or in your workplace, designed to make a quality improvement to customer service.