



New Zealand Certificate in

Competitive Systems & Practices

Training Overview For Business Leaders

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nzla.
New Zealand Lean Academy

This resource was developed by the New Zealand Lean Academy, where we're on a mission to spread Lean Thinking across NZ!

This CSP info booklet is just a tiny piece of the puzzle. We're building New Zealand's one-stop shop for Lean Thinking tools, templates, and ideas over at www.nzla.nz

Come and join us as we bring Lean Thinking to the people, and help make New Zealand the best place in the world to live and work.





MEET OUR **Team**

We're Kate & Rob, and we're on a mission to make New Zealand the best place in the world to do business.

Kate Horton **Training Lead**

Kate began her career in Education and was an Assistant Principal at Endeavour Primary School. After 10 years in the classroom, she was shoulder tapped to become a leadership consultant for the Ministry of Education in 2019.

Now with the New Zealand Lean Academy, Kate gets to bring it all together and use her expertise as a teacher, facilitator and leadership nerd as our head CSP trainer.

Rob Bull **Head of Consulting**

What Rob doesn't know about good systems & processes ain't worth knowing! He's been running CSP training since 2021 and has trained everyone from signwriters to sparkies.

Rob brings his practical knowledge of Continuous Improvement to ensure that your team not only learns about content throughout this qualification, they apply and embed it.

Why Offer CSP Training?

Competitive Systems and Practices (CSP) is a set of NZQA-recognised qualifications. It's designed to give your people the practical know-how to find and put into action smarter, more competitive ways of working.



What's in it for your business?

CSP training is more than just learning facts. It's about teaching your team members to question how things are done and constantly find ways to make them better.

The value of CSP is that your people learn on the job. That means the improvements they discover are relevant and can be put into action in your business straight away. These aren't quick fixes either; the benefits keep on coming as your team continues to spot and make further improvements over time.

Workplace-based CSP qualifications will directly boost your profitability and sustainability (think less waste, lower costs!). Plus, they'll sharpen and build on your team's core skills, strengthening your organisation at every level.

What's in it for Your Team Members?

Beyond the direct business gains, CSP provides massive for the individuals on your team. As they learn these skills, you'll see a real shift in their daily experience: they'll learn to cut out wasted effort and frustration, leading to easier, more enjoyable workdays.

They'll also contribute to a smoother workflow with fewer annoying delays, getting tasks right the first time, every time. Plus, by completing this training, they'll boost future opportunities by earning a nationally recognised qualification.

Level 3

Implementing CSP

CSP Level 3 is an ideal training program for anyone keen to get a solid grasp on making things better in your business. Or, if your culture of Continuous Improvement is already strong, this program provides ideal training to bring your new team members up to speed.

This NZQA recognised qualification equips your people to spot and minimise waste, improve cost efficiency in their own work, and apply practical CSP concepts every day.



Learning outcomes. Graduates will be able to:

- **Identify waste** within a process and act to minimise it
- **Identify cost factors** within their control and improve cost efficiency
- **Apply CSP concepts** to implement in their work
- Understand and address the **impact of change** resulting from CSP
- **Sustain** the implemented workplace improvements.

What's Involved?

40 Credits:

6-8 Units

Cost:

\$2,750 + GST

Includes all training, observations + materials.

Travel outside of Central Nth Island additional.

Duration:

6-9 Months

Monthly Time Commitment:

4 Hours of Training with us

1 Hour of Observations

1-2 Hours of written assessment tasks

Level 3

Units

Compulsory Units

21502	Sustain process improvements in an organisation using competitive systems and practices	5 Credits
21503	Manage the impact of change on own work in an organisation using competitive systems and practices	5 Credits
21506	Apply cost factors to work practices in an organisation using competitive systems and practices	5 Credits
21507	Interpret product costs in an organisation using competitive systems and practices	5 Credits

Elective Units Choose 20 Credits

21501	Apply competitive systems and practices in an organisation using competitive systems and practices. Highly Recommended	5 Credits
21515	Undertake root cause analysis in an organisation using competitive systems and practices. Highly Recommended	5 Credits
21508	Apply 5S procedures in an organisation using competitive systems and practices. Highly Recommended	5 Credits
21504	Apply quick changeover procedures in an organisation using competitive systems and practices	5 Credits
21505	Apply Just in Time (JIT) procedures in an organisation using competitive systems and practices	5 Credits
21510	Complete quality control tests and record results in an organisation using competitive systems and practices	5 Credits
21333	Demonstrate basic knowledge of workflow management in a manufacturing environment	4 Credits
29312	Make improvements using standardised work practices in an organisation using competitive systems and practices. Highly Recommended	5 Credits

Level 3

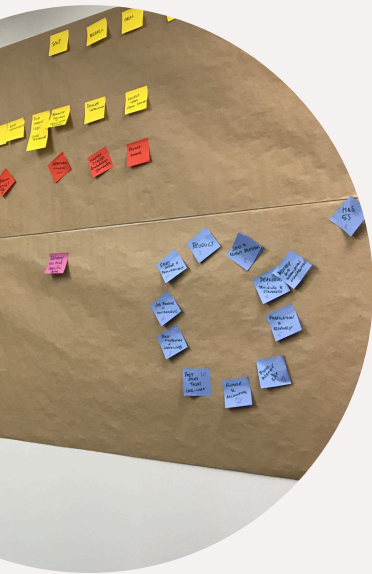
Units

Elective Units Continued Choose 20 Credits		
29313	Work within a constrained process in an organisation using competitive systems and practices	5 Credits
29314	Organise products into groups in an organisation using competitive systems and practices	5 Credits
18935	Explain principles of Total Preventative Maintenance applied in an organisation using competitive systems and practices	10 Credits
21516	Contribute to a proactive maintenance strategy in an organisation using competitive systems and practices	5 Credits
21522	Analyse manual handling processes in an organisation using competitive systems and practices	5 Credits
21511	Use planning software systems in an organisation using competitive systems and practices	3 Credits
21332	Demonstrate knowledge of establishing improvements in a manufacturing environment	4 Credits

Example of 9 Month Training Program	
March. Unit 21501. Applying CSP 2X 90min Training Sessions. 1X 15min observation.	April. Unit 21502. Sustaining Changes 1X 90min Training Session. 1X 1:1 Coaching Session
May. Unit 21508. 5S Procedures 1X 90min Training Session. 1X Offsite 5S Tour	June. Break for Field Days
July. Unit 21506 & 21507. Apply & Interpret Cost Factors 2X 90min Training Sessions. 2X Remote Opt-in Calls	August. Unit 21515. Root Cause Analysis 1X 90min Training Session. 90mins of on-the-job tool use & data collection
September. Unit 21503. Managing Change 2X 90min Training Sessions.	October. Unit 29312. Standard Work Practices 1X 90min Training Session. 4X 10min Observations
November. Revisiting any missed/incomplete assessments.	

Level 4

Leading the Implementation of CSP



Have you got some team leaders who are ready to step up their role of leading continuous improvement in your business? The New Zealand Certificate in Competitive Systems and Practices (Level 4) is the ideal qualification for them. This program is specifically designed for team leaders who are ready to explore smarter ways of working across your organisation.

Learning outcomes. Graduates will be able to:

- Map out your **value chain** to pinpoint key opportunities for improvement in the workplace.
- Apply the right CSP tools and practices to **enhance business processes**.
- **Implement and monitor improvements**, ensuring they deliver lasting benefits.
- **Lead cultural change**, making continuous improvement a natural part of how your team operates.

What's Involved?

70 Credits:

12-14 Units

Cost:

\$4,900 + GST

Includes all training, observations + materials.

Travel outside of Central Nth Island additional.

Duration:

18 Months

Monthly Time Commitment:

4-6 Hours of Training with us

1 Hour of Observations

2-4 Hours of written assessment tasks

Level 4

Units

Compulsory Units

29270	Map an operational process in an organisation using competitive systems and practices	10 Credits
21517	Implement competitive systems and practices	10 Credits
21521	Improve cost factors in work practices in an organisation using competitive systems and practices	5 Credits
21523	Facilitate and improve implementation of 5S in an organisation using competitive systems and practices	5 Credits
21518	Ensure process improvements are sustained in an organisation using competitive systems and practices	10 Credits

Elective Units (1)

Choose a Minimum of 15 Credits From This Group

21529	Assist in implementing a proactive maintenance strategy in an organisation using competitive systems and practices	8 Credits
21524	Undertake process capability improvements in an organisation using competitive systems and practices	10 Credits
24779	Facilitate use of a balanced score card for performance improvement using competitive systems and practices	8 Credits
24782	Monitor a levelled pull system of operations in an organisation using competitive systems and practices	5 Credits
29271	Implement the visual workplace in an organisation using competitive systems and practices. Highly Recommended	5 Credits
29273	Improve changeovers in an organisation using competitive systems and practices	5 Credits
21525	Mistake proof an operational process in an organisation using competitive systems and practices	5 Credits
24783	Facilitate breakthrough improvements in an organisation using competitive systems and practices. Highly Recommended	5 Credits

Level 4

Units

Elective Units (2)
Choose a Minimum of 15 Credits From This Group

21519	Facilitate change in an organisation implementing competitive systems and practices. Highly Recommended	10 Credits
24780	Facilitate implementation of competitive systems and practices	5 Credits
24781	Lead team culture improvement in an organisation using competitive systems and practices. Highly Recommended	5 Credits
24785	Support proactive maintenance in an organisation using competitive systems and practices	5 Credits

Example of
18 Month Program

March & April. Unit 24781 & 21517. Implement a Culture of CSP 5X 90min Training Sessions. 2X 1:1 Coaching Calls.	May & June. Unit 21518 & 29271. Sustain Improvements using Visual Tools 4X 90min Training Session. 1X Offsite Tour
July & August. Unit 21519. Leading Change 2X 90min Training Session. Approx 60mins reading per/week	September & October. Unit 21525. Mistake Proof Processes 3X 90min Training Sessions. 2X 15min Observations
November & December. Revisiting any missed/incomplete assessments.	January & February. Unit 29270. Process Mapping 3X 90min Training Session. 90mins of on-the-job tool use & data collection
March & April. Unit 21521 24782. Managing Costs & Flow 4X 90min Training Sessions.	May & June. Unit 21518. Sustaining CSP 2X 90min Training Sessions. 2X 1:1 Coaching Calls
July & August Revisiting any missed/incomplete assessments.	

Let's do this!



Investing in Competitive Systems and Practices training doesn't just tick your annual training box; it transforms your business from the inside out.

When you partner with us for this journey, we make sure your training is genuinely effective. We pride ourselves on tweaking every program to perfectly suit the varied abilities of your team and the unique context of your work. No cookie-cutter approaches here, just real learning that sticks.

Ready to get started? Your next steps are straightforward: we'll help you sort out a bit of paperwork with Competenz. From there, we'll work with you to design a training program tailored to your business, and typically, we can have everything up and running within 30 days of you saying, "Yes please, let's go!"



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