



ILM LEVEL 5 CERTIFICATE IN SERVICE IMPROVEMENT

Overview of units

Ref	Unit title	CV*	Mandatory
M5.33	Preparing to apply lean production and improvement methodologies to operational problems in service delivery	8	C
M5.34	Applying lean production and improvement methodologies to operational problems in service delivery	12	C

* Credit value

Candidates must complete the associated mandatory units for their qualification, marked C = Certificate.

Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at www.i-l-m.com/shop.

The following are available for the Level 5 Certificate in Service Improvement:

- **Management Extra.** A collection of 20 workbooks designed to support ILM Level 4 and 5 programmes
- **Unit Assessments.** A collection of ready to use assessments complete with mark sheets available for purchase or download

ILM membership

All learners gain free studying membership of ILM for one year. Designed to help candidates get the most from their course and advance their management career, studying membership gives access to a wide range of specialist support and development materials and services. Learners activate their ILM studying membership online at www.i-l-m.com/activate and can upgrade any time to professional membership – gaining an additional range of membership services and the use of post nominal letters (eg AInstLM).

Contact ILM www.i-l-m.com

The ILM Qualification and Membership teams are dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

For information on any aspect of ILM qualifications and learning resources contact **01543 266867** or email **customer@i-l-m.com**

For information on ILM membership contact **01543 266886** or email **membership@i-l-m.com**

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