





# ILM LEVEL 3 AWARD IN SERVICE IMPROVEMENT

## Overview of units

Ref	Unit title	CV*	Mandatory
M3.54	Preparing to apply lean production and improvement methodologies to small scale service delivery problems	4	A
M3.55	Undertaking a small scale service delivery improvement project using lean production methodologies	6	A

\* Credit value

Candidates must complete the associated mandatory units for their qualification, marked A = Award.

## 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](http://www.i-l-m.com/shop). The following are available for the ILM Level 3 Award in Service Improvement units:

- **Unit Assessments.** A range of ready to use assessments complete with mark sheets

## 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](http://www.i-l-m.com/activate) and can upgrade any time to professional membership – gaining an additional range of membership services (eg AInstLM).

## Contact ILM [www.i-l-m.com](http://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**

### Customer Services

Stowe House  
Netherstowe  
Lichfield  
WS13 6TJ

T 01543 266867

F 01543 266811