



Australian Government

Department of Education, Employment and Workplace Relations

LMFFT5014B Establish and monitor business information systems

Revision Number: 1

LMFFT5014B Establish and monitor business information systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the competency to research, analyse and establish and monitor the business information systems which are required to provide appropriate information visibility to support effective furnishing industry management decisions.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify the need	<p>1.1. Information required for the effective management of the business activities is identified</p> <p>1.2. An outline information collect plan is developed and enhanced through research and consultation with key players</p> <p>1.3. The information from the plan is translated into defined information objectives or targets</p>
2. Identify the source and information collection mechanism	<p>2.1. Each information objective is analysed to identify the best source</p> <p>2.2. Options for mechanisms to collect information from the preferred source are identified and assessed</p> <p>2.3. The options for information collection mechanisms are selected and recorded</p>
3. Establish systems management processes	<p>3.1. Procedures for each information management process are developed</p> <p>3.2. Responsibilities for each component of the system are defined, allocated and documented</p> <p>3.3. Quality assurance specifications, mechanisms and processes are established to maintain system integrity</p>
4. Monitor systems effectiveness	<p>4.1. The collection, flow and accuracy of information is monitored against specifications</p> <p>4.2. Regular monitoring of the relevance and use of information is carried out</p> <p>4.3. Ineffective, inefficient or redundant systems are upgraded or dispensed with</p> <p>4.4. Systems documentation is maintained and current</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- research, collect, organise and understand information related to business information systems, including the relevant legal, technical, regulatory, fiscal, cultural, environmental and safety requirements
- communicate ideas and information to enable clarification of the requirements and the unambiguous explanation of business information systems, management, process, quality and maintenance requirements
- plan and organise activities to avoid any backtracking, re-working, interruptions or wastage
- work with others to foster a team by recognising dependencies and using cooperative approaches to optimise workflow and productivity
- use mathematical ideas and techniques to establish or validate information needs and to select statistical and other information presentation methods
- create and apply systematic problem solving techniques
- use the workplace technology to collect, present, maintain and archive business information

Required knowledge

- information management theory
- contemporary information management techniques
- theory and application of statistics
- company business policies and plans, including procedures for reports
- company quality systems and business equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects of evidence

- Locate, interpret and apply relevant information
- Apply safety requirements throughout the work sequence, including the use of personal protective clothing and equipment
- Individually, or as a member of a management team, establish a business information system for a significant production/manufacturing business, including:
 - the identification of information needs
 - the identification of source and collection options
 - the development of information management processes (procedures) for significant needs
 - the development of related systems quality assurance specifications, mechanisms and processes
- Review an existing information management process and report on effectiveness and change recommendations
- Work effectively with others

Resource implications

An operational or simulated business environment with responsibilities for all management functions, including logistics, personnel, production, distribution and finance together with supporting business plans and records.

Method of assessment

Assessment methods must confirm consistency, or the potential for consistency, of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

Assessment may be conducted over time and can be in conjunction with assessment of other units of competency.

Context of assessment

Assessment may occur on the job or in a simulated workplace facility with relevant management structures, production processes, simulated work instructions and

EVIDENCE GUIDE	
	deadlines.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
Unit scope	<ul style="list-style-type: none"> • This unit covers the work involved in establishing and monitoring business information systems required to support effective management decisions in the areas of furniture production, services and organisation • The application of information systems will normally be computer assisted, integrated into the enterprise's processes and/or stand-alone
Unit context	<ul style="list-style-type: none"> • OHS requirements include legislation, building codes, material safety management systems, hazardous substances and dangerous goods codes and safe operating procedures • Work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, authorised handling procedures and organisation insurance requirements • Work requires individuals to demonstrate analytical ability, discretion, judgement and problem solving skills
Workplace environment	<ul style="list-style-type: none"> • Work is generally performed with little external assistance and with minimal supervision or direction. The development of systems may require the assistance and cooperation of others • Customers may be internal or external
Information collection plan	<p>An information collection plan is a generalised title for an instrument which specifies the information required by the organisation, the sources of this information and its uses/users/purpose. It is an iterative development tool</p>
Information management process	<p>An information management process is a procedure related to a particular/individual information objective and will normally cover the purpose, user, specification of the information, the source, the collection mechanism, the frequency of collection,</p>

RANGE STATEMENT	
	presentation format, review triggers and processes, archival management and other management requirements
Information presentation	Information may be presented in the form of reports in written form and/or, mathematical, statistical, graphical or multi-dimensional displays
Information and procedures	<ul style="list-style-type: none"> • Enterprise corporate plan • Enterprise business plans • Enterprise communication plans/strategies • Existing business information systems documentation • Enterprise work specifications and requirements • Legislation/regulations/national and industry codes and practices relevant to the product • Quality and Australian standards and procedures

Unit Sector(s)

Unit sector	Furnishing Technology
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Competency field

Competency field	
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Co-requisite units

Co-requisite units	