



Australian Government

MSS408013 Develop best practice model for future state operations

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Foundation skills populated. Assessment requirements changed. Supersedes and is not equivalent to MSS408009 Develop models of future state operations practice.

Application

This unit describes the skills and knowledge required to develop a future state model and best practice operations to support an organisation's strategic direction.

This unit applies to managers, leaders or similar roles with influence, authority and responsibility to develop and refine the organisation's competitive systems and practices approach. The individual will lead the development of the future state model and best practices for future state operations, facilitate allocation of resources and oversee implementation of the future state.

This unit applies to any organisation that is implementing competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop a shared future state model	1.1 Consult with leadership team to establish representative team 1.2 Analyse value stream map for a section of the value stream 1.3 Determine current state of practice across the value stream 1.4 Determine future state model of operations aligned to organisation's strategy, direction and competitive systems and practices approach 1.5 Confirm and/or amend future state model with input from process and system owners and representative team
2. Develop best practice model	2.1 Analyse current state of practice and future state model to identify problem areas

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	<p>2.2 Develop consultation methods, questions, supporting information and target groups to elicit ideas for improved practice generally and in identified problem areas</p> <p>2.3 Oversee consultations, review of results and drafting of future state model of practice</p> <p>2.4 Analyse and amend draft model to deliver better results for the customer and reduce muda (waste)</p> <p>2.5 Confirm or amend model in consultation with process and system owners and stakeholders across the value stream</p> <p>2.6 Develop written implementation plan in consultation with stakeholders</p>
3. Facilitate implementation of future state model	<p>3.1 Determine scope of infrastructure and other changes required for future state</p> <p>3.2 Calculate cost-benefit for required changes</p> <p>3.3 Liaise with process and system owners, technical specialists and other key stakeholders to plan and sequence changes</p> <p>3.4 Facilitate processes to obtain any authorisations</p> <p>3.5 Facilitate the provision of resources and support for implementation of future state</p> <p>3.6 Oversee implementation of improvements to achieve future state</p>
4. Review future state model	<p>4.1 Identify measures of progress towards future state</p> <p>4.2 Review progress towards future state</p> <p>4.3 Consult with key stakeholders to determine methods of improving progress</p> <p>4.4 Determine metrics to evaluate future state and validate with input from key stakeholders</p> <p>4.5 Oversee evaluation of future state model and analysis of results</p> <p>4.6 Liaise with leadership team to determine action to be taken</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret complex workplace documentation
- Writing skills to communicate with a range of audiences, document complex information
- Oral communication skills to facilitate agreement levels and areas of the organisation
- Numeracy skills to determine and interpret metrics.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is not equivalent to MSS40800139 Develop models of future state operations practice.

Links

Companion Volume Implementation Guides are found in VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>