



Australian Government

AMPMGT608 Benchmark to manage and improve workplace performance

Release: 1

AMP MGT608 Benchmark to manage and improve workplace performance

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to conduct benchmarking exercises through the identification of appropriate benchmarks. It also describes the skills required to use benchmarking to focus workplace operations and improve performance. In the meat industry, benchmarking is a tool for informing, measuring and developing a workplace's performance.

This unit is suitable for all managers working in a meat industry context, and supports them in fulfilling their responsibility to measure, evaluate and improve workplace performance. This unit is applicable to engineers, refrigeration/chiller managers, production and operations managers, feedlot managers, and workplace health and safety, environment, quality, human resources, finance, livestock, and logistics managers.

At this level, individuals exercise considerable responsibility and accountability within workplace structures and are required to make primary contributions to the values, goals and operations of the workplace. They will typically have responsibility for establishing and reviewing systems for their site or department. They may work with the assistance of external experts to develop plans and strategies.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Management (MGT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the need for benchmarking	1.1 Identify benchmarking as a tool for achieving strategic goals in workplace planning processes 1.2 Analyse customer requirements, perceptions and satisfaction data to identify the need for improvement 1.3 Analyse competitors' products or processes to identify the need for improvement 1.4 Analyse company processes to determine potential improvements to efficiency 1.5 Analyse regulatory requirements to identify the need for improvement
2. Prepare for benchmarking	2.1 Determine scope and parameters of the benchmarking exercise according to workplace priorities and plans 2.2 Estimate benchmarking resource requirements and include in budgets and operational plans 2.3 Plan benchmarking strategies around realistic timeframes and workplace planning cycles 2.4 Identify and plan software, communication and mathematical requirements 2.5 Develop benchmarking goals in consultation with stakeholders 2.6 Select benchmarking teams according to agreed criteria 2.7 Confirm team roles and responsibilities, and deliver training accordingly 2.8 Schedule and document benchmarking activities following consultation with stakeholders 2.9 Establish and agree criteria for internal and external benchmarking with benchmarking team 2.10 Identify internal and external benchmarking partners or sources, according to the scope, parameters and goals of the benchmarking exercise 2.11 Develop cooperative and open relationships with benchmark partners
3. Undertake benchmarking activity	3.1 Identify and negotiate logistical requirements and impacts of the benchmarking exercise with stakeholders

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	3.2 Develop statistical analysis and measurement frameworks 3.3 Develop and agree problem-solving processes 3.4 Analyse and document own workplace or department functions, processes and operations according to agreed criteria 3.5 Analyse and document benchmarking partners functions, processes, operations and performance outcomes 3.6 Compare performance to identify compatibility of measurement data, commonalities, trends, differences and gaps 3.7 Communicate comparisons or benchmarking reports to benchmarking partners according to agreement 3.8 Develop strategies for change from analysing and evaluating divergences and gaps
4. Capitalise on benchmarking outcomes	4.1 Identify opportunities for using benchmarking and benchmarking data in continuous improvement processes 4.2 Build customer consultation and feedback into continuous improvement processes 4.3 Support workplace personnel during the change process 4.4 Measure and report improvements resulting from benchmarking processes to stakeholders 4.5 Use benchmarking information to develop the workplace's competitive advantage and market profile

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	- Interact effectively with team members and management - Present information to a group
Numeracy	- Carry out calculations related to budgeting and return on investment (ROI) - Use software programs to model outcomes

Skill	Description
	Recognise trends in graphs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPMGT608 Benchmark to manage and improve workplace performance	AMPMGT601 Benchmark to manage and improve enterprise performance	Title updated Foundation Skills added Minor changes to unit Application, Performance Evidence and Assessment Conditions for clarity	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>