



Australian Government

Department of Education, Employment and Workplace Relations

AUMFQM2001 Monitor and maintain continuous improvement of systems and processes

Release: 1

AUMFQM2001 Monitor and maintain continuous improvement of systems and processes

Modification History

Not applicable.

Unit Descriptor

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| Unit descriptor | This unit describes the application of the required skills and knowledge to use continuous improvement systems and processes and quality management tools to ensure continuous improvement of product and processes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication. |
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Application of the Unit

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| Application of the unit | The unit applies to the automotive and related component manufacturing environment and involves application of skills and knowledge at a production worker level. These skills and knowledge are to be used within the scope of the person's job and authority. |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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

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

| ELEMENT | PERFORMANCE CRITERIA |
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| <p>1. Identify opportunities for continuous improvement within the scope of work</p> | <p>1.1. Applicable <i>legislative, OH&S and organisation requirements and procedures</i> relevant to the organisation are interpreted and applied</p> <p>1.2. The organisation <i>continuous improvement systems</i> and processes are monitored by team/work group to ensure that opportunities are continually being sought</p> <p>1.3. Customer requirements are monitored to ensure the product/process continues to exceed their expectations</p> |
| <p>2. Use continuous improvement tools and problem-solving techniques</p> | <p>2.1. <i>Continuous improvement tools and problem-solving techniques</i> relevant to the process are identified</p> <p>2.2. Continuous improvement tools and problem-solving techniques relevant to the process are applied</p> <p>2.3. Recommendations and solutions to problems are made through standard organisation processes</p> |
| <p>3. Apply continuous improvement to eliminate waste</p> | <p>3.1. Organisation <i>waste</i> minimisation principles and processes are identified</p> <p>3.2. Organisation waste minimisation processes are continuously applied</p> |
| <p>4. Apply recognised improvement opportunities into the work area</p> | <p>4.1. Improvements to processes are trialled</p> <p>4.2. Improvements to processes are monitored and evaluated</p> <p>4.3. Improvements to processes are proposed for inclusion in work procedures and related information</p> |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills

- identify opportunities for change and innovation at an operational or functional level
- provide support to operational staff in the implementation of change processes
- work with competitive knowledge of the business, industry and sector
- speak clearly and directly in order to develop continuous improvement practices
- apply teamwork to a range of situations
- solve problems particularly in teams in order to meet performance indicators of the organisation or department
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions to understand the requirements to reduce waste processes
- manage time when planning, preparing and organising work priorities
- take responsibility for organising own work priorities.

Required knowledge

- relevant Occupational Health and Safety and Environmental regulations and enterprise policies and procedures needed to carry out work in a manner which ensures the safety of people, equipment and the environment. The specific regulations will vary according to the area of operation
- organisation continuous improvement systems and processes
- quality measurement tools for use in continuous improvement processes
- problem identification and resolution techniques
- environmental protection requirements relating to the disposal of waste material
- established communication channels and protocols
- procedures for the recording, reporting and maintenance of workplace records and information.

Evidence Guide

| EVIDENCE GUIDE | |
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| <p>The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.</p> | |
| Overview of assessment | |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • compliance with relevant legislation, regulations, standards, codes of practice and established safe practices and enterprise policies and procedures for monitoring and maintaining continuous improvement of systems and processes • maintaining a working knowledge of current enterprise continuous improvement systems and practices • working and communicating effectively and positively with others involved in the work • applying, within authority, the requirements of the job or work role in relation to: <ul style="list-style-type: none"> • participating in the identification of opportunities for continuous improvement initiatives • using continuous improvement tools and problem solving techniques • applying measures for the elimination of waste • participating in the identification and application of continuous improvement processes • modify activities to cater for variations in workplace context and environment. |
| Context of and specific resources for assessment | <ul style="list-style-type: none"> • assessment of the competency should take place in a safe working environment in a passenger motor vehicle manufacturing plant or simulated environment using tools/equipment/machinery required for the production process without undue disruption to the production process • assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. |
| Method of assessment | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • assessment must take place in accordance with the endorsed <i>Assessment Guidelines for the Automotive Industry</i> • assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge |

EVIDENCE GUIDE

- assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application
- assessment may be applied under project related conditions (real or simulated) and require evidence of process
- assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Range Statement

RANGE STATEMENT

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 in the Performance Criteria is detailed below. Add any 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.

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| <p><i>Legislative requirements and procedures</i> may include:</p> | <p>Applicable legislation, regulations and codes of practice, including those related to:</p> <ul style="list-style-type: none"> • anti-discrimination • award and enterprise agreements • confidentiality and privacy • duty of care • employee relations • environment protection • equal opportunity • industrial relations • relevant industry codes of practice. |
| <p><i>OH&S requirements and procedures</i> may include:</p> | <p>Legislation and regulations, organisational safety policies and procedures and may include: the use of personal protective equipment and clothing, rescue services, fire fighting organisation and equipment, first aid equipment, hazard and risk control and elimination, systems covering the use of hazardous materials and substances and manual handling procedures including lifting and carrying.</p> |
| <p><i>Organisation requirements and procedures</i> may include:</p> | <ul style="list-style-type: none"> • access and equity principles and practices • environmental management (waste disposal, recycling and re-use guidelines) • emergency and evacuation procedures • equipment use procedures • ethical standards • legal obligations • maintenance and storage procedures • OHS requirements • organisational and site guidelines • policies and procedures relating to own role and responsibility • procedural manuals • quality assurance guidelines • quality and continuous improvement processes and standards • recording and reporting guidelines. |

| RANGE STATEMENT | |
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| <i>Manufacturing context</i> may include: | <ul style="list-style-type: none"> work areas may include body construction, aluminium die casting, iron foundry operations, engine machining, spray painting, automotive plastics, stamping & press operations, fabrication hardware, trim manufacture, vehicle assembly, warehousing, engine assembly, seat frame manufacture process may include welding sub-assemblies, fitting hang-on components, fittings dies to die boxes, pouring aluminium, machining parts, application of paint, cutting blanks, assembly of components to form sub-assemblies, fitting parts to bodies, assembly of parts, parts picking and replenishment. |
| <i>Continuous improvement systems</i> may include: | <ul style="list-style-type: none"> AS/NZ ISO 2000/ 2001/2004 Kaizen enterprise-specific improvement systems. |
| <i>Problem solving techniques</i> may include: | <ul style="list-style-type: none"> facts in analysis of data step-by-step process use of measurement action plan review. |
| <i>Continuous improvement tools</i> may include: | <ul style="list-style-type: none"> statistics cause and effect diagrams fishbone diagram Pareto diagrams run charts X bar R charts PDCA balanced scorecards benchmarking performance measurement upstream and downstream customers internal and external customers immediate and/or final. |
| <i>Waste</i> may include: | <ul style="list-style-type: none"> over-processing over-production excess inventory/stock corrections/rework rejects non-value-adding activities and resources efforts and costs associated with failures appraisals and surpluses reducing cycle time. |

Unit Sector(s)

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| Unit sector | Quality - Manufacture |
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Competency field

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| Competency field | Manufacturing - Passenger Motor Vehicle |
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Co-requisite units

Not applicable.