# Assessment Requirements for MEM23119 Evaluate continuous improvement processes

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## Modification History

Release 1. Supersedes and is equivalent to MEM23119A Evaluate continuous improvement processes.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include:

- determining measurable and controllable parameters of product or service and their suitability in continuous improvement processes
- identifying work health and safety (WHS), regulatory requirements, risk management and related organisational procedures
- evaluating manual and automatic methods for measurement and data gathering, including analysis and performance indices, software analysis and visual display
- evaluating qualitative continuous improvement processes
- evaluating sustainability implications of improvements
- measuring and gathering data, recording and analysing for trends and improvements on at least two occasions
- evaluating continuous improvement, systems thinking, constraint and contingency management and lean systems requirements on at least two occasions
- producing and interpreting charts used in production and service control including Ishikawa 'Fishbone' diagrams, histograms, Pareto analysis, flowcharts, scatter plots, control charts and check sheets on at least two occasions
- reporting and documenting processes and results of evaluation.

*Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.*

## Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- features, functions and measurable parameters of products, processes, systems and services subject to improvement processes
- economic, social and sustainability implications of products, processes, systems, services and implications of improvement processes
- continuous improvement processes
- continuous improvement drivers and mechanisms including:
  - market competitiveness
  - maintenance of a technological edge

- customer expectations
- constraints and contingencies
- WHS requirements, codes of practice, regulatory requirements, and standard problem-solving and decision-making techniques:
  - brainstorming
  - current and future state mapping
  - seven tools of quality:
    - Ishikawa 'Fishbone' diagrams
    - histograms
    - Pareto analysis
    - flowcharts
    - scatter plots
    - control charts
    - check sheet
- data, performance metrics, graphics and visual indicators
- software options including:
  - budgeting, financial and business planning performance metrics analysers and graphics generators
  - maintenance downtime and cost data generators
  - supervisory control and data acquisition (SCADA), distributed control systems (DCS), enterprise resource planning (ERP) and materials resource planning (MRP) system data generators
  - performance data analysis and graphics generators
- statistical process control (SPC) techniques
- qualitative improvement techniques.
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## Assessment Conditions

- Assessors must:
  - have vocational competency in evaluating continuous improvement processes at least to the level being assessed with relevant industry knowledge and experience
  - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015 or its replacement* and comply with the *National Vocational Education and Training Regulator Act 2011,* its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires.
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions that cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

- Conditions for assessment must include access to all tools, equipment, materials and documentation required including relevant workplace procedures, product and manufacturing specifications.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
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# Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2