Australian Government

Department of Education, Employment and Workplace Relations

MSACMC610A Manage relationships with non-customer external organisations

Revision Number: 1

MSACMC610A Manage relationships with non-customer external organisations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit is focused on the skills needed to identify and manage relationships with non-customer external organisations such as community groups, other businesses, training providers, research organisations and government departments.

Application of the Unit

Application of the unit	In a typical scenario, the person (who may be a section leader, production manager or similar) will be expected to deal with a range of external organisations. Some of these will be relationships initiated by the manager's organisation, others will not. Regardless they need to be managed to the maximum benefit of the organisation and the organisation's customers.
	This unit primarily requires the application of skills associated with communication in gathering, analysing and applying information and consulting with stakeholders. Problem solving, initiative and enterprise, and planning and organising are required to effectively manage organisational relationships. This unit also requires aspects of self management and learning to ensure feedback and new learning is integrated into relationship systems and expectations.

Licensing/Regulatory Information

Not applicable.

Manufacturing Skills Australia

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify mutual interest	1.1. Clarify the **reason contact** was/is to be made 1.2. Identify expectations of initiating organisation 1.3. Discuss expectations, ability to meet those expectations and areas of mutual interest
2. Determine contribution of relationship	2.1. Identify any value contributions from relationship 2.2. Identify **waste** arising from relationship 2.3. Classify waste as necessary or unnecessary
3. Manage the relationship. in order to enhance the enterprise reputation, efficiency and profitability	3.1. Measure performance of relationship against expectations 3.2. Develop systems to enhance mutual benefit and value contributions from relationship 3.3. Develop systems to minimise and control **necessary waste** without causing harm 3.4. Eliminate **unnecessary waste** where possible without causing harm 3.5. Manage or terminate the relationship is a manner which enhances the organisation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication
- negotiation
- planning

Required knowledge

- strategic requirements of own organisation
- strategic benefits to the organisation from liaisons with external organisations
- possible external organisations which may offer benefits
- benefits which can be offered to the external organisations
- customer benefits/features from products

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, the Range Statement and the Assessment Guidelines for the Training Package.	
Overview of assessment requirements	The person will deal with a range of non-customer external organisations. Relationships will be managed so as to be of benefit.
What are the specific resource requirements for this unit?	Access to an organisation using competitive manufacturing.
What critical aspects of evidence are required to demonstrate competency in this unit?	Evidence of relationships with external, non-customer organisations and their management.
In what context should assessment occur?	Assessment will occur in an organisation following competitive manufacturing or by a suitable case study.
Are there any other units which could or should be assessed with this unit or which relate directly to this unit?	
What method of assessment should apply?	Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria, skills and knowledge. A holistic approach should be taken to the assessment. Assessors should gather sufficient, fair, valid, reliable, authentic and current evidence from a range of sources. Sources of evidence may include direct observation, reports from supervisors, peers and colleagues, project work, samples, organisation records and questioning. Assessment should not require language, literacy or numeracy skills beyond those required for the unit. The assessee will have access to all techniques, procedures, information, resources and aids which would normally be available in the workplace. The method of assessment should be discussed and agreed with the assessee prior to the commencement of the assessment.
What evidence is required for demonstration of consistent performance?	There should be evidence from a number of relationships managed over an extended period.

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, 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.

Reason contact	Contacts may be made for the purpose of research, innovation, mutual cooperation, strategic alliances, computer (or other) technology, emergency response etc.
Waste	Waste (also known as muda in the Toyota Production System and its derivatives) is any activity which does not contribute to customer benefit/features in the product. Within manufacturing, categories of waste include: • excess production and early production • delays • movement and transport • poor process design • inventory • inefficient performance of a process • making defective items. Waste for this unit may include activities which do not yield any benefit to the organisation or any benefit to the organisations customers.
Necessary waste	Necessary waste is any activity or cost which does not contribute directly to customer benefit/feature in the product, and which **cannot** be avoided (for example regulatory compliance and fixed costs). Necessary waste cannot be eliminated but should be managed.
Unnecessary waste	Unnecessary waste is any activity or cost which does not contribute directly to customer benefit/features in the product and **can** be avoided. Unnecessary waste should be eliminated as quickly as practical.

Unit Sector(s)

Unit Sector	CM Change/interpersonal

Co-requisite units

Co-requisite units	

Functional area

Functional Area	