



Australian Government

Department of Education, Employment and Workplace Relations

MSAPMSUP291A Participate in continuous improvement

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit applies to all employees who are required to be involved in process improvement initiatives.

Application of the Unit

Application of this unit

This competency is typically performed by an operator working independently or in a team. The operator will:

- have knowledge of customers and suppliers
- identify areas of improvement
- identify strategies for improvement
- work with colleagues to implement changes for improvement to work processes.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

This unit of competency has **no** prerequisites.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT ELEMENT	PERFORMANCE CRITERIA Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.
1. Identify customers and suppliers.	1.1 Identify internal and external customers and suppliers. 1.2 Identify individual requirements. 1.3 Identify your role in meeting customer requirements.
2. Identify areas for improvement.	2.1 Identify issues affecting output and quality. 2.2 Identify instances of variation. 2.3 Follow enterprise procedures/work instructions for reporting and managing variations. 2.4 Record non-conformance in accordance with company requirements.
3. Identify strategies for improvement.	3.1 Analyse problems/areas for improvement. 3.2 Explain the use of information in developing improvements. 3.3 Use appropriate quality tools and techniques for identifying causes of problem and areas for improvement. 3.4 Suggest options for improvement. 3.5 Discuss a proposed improvement with others in a team.
4. Participate in a team to implement an improvement proposal.	4.1 Implement changes in system and procedures. 4.2 Monitor performance improvements. 4.3 Evaluate results of improvements with others in a team.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit. Knowledge and understanding of the process, normal operating parameters and product quality to recognise non-standard situations. Knowledge of the relevant OHS and environmental requirements is required along with an ability to implement them in a manner which is relevant to determining the corrective action and provision of recommendations. Thorough knowledge of organisation standard operating procedures is required. Some appreciation of business goals is required as a basis for decision-making and action. Competence to include the ability to apply and explain:

- principles of operation
- principles of recording and reporting
- analytical problem solving techniques.

Competence to include the ability to distinguish between causes of problems such as:

- process
- maintenance
- materials
- operations.

relevant to the ability to improve processes and procedures at that level.

Language, literacy and numeracy requirements

This unit requires the ability to read and interpret typical product specifications, job sheets and material labels as provided to operators.

Writing is required to the level of completing workplace forms.

Basic numeracy is also required, eg to interpret quality data and graphs.

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 this Training Package.

Overview of assessment

A holistic approach should be taken to the assessment.

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to:

- appropriate documenting of the quality improvement process is undertaken
- enterprise procedures for identifying and suggesting improvements are followed
- the operator is able to participate in a team discussion
- enterprise procedures for implementing improvement proposals are followed
- standards are met consistently.

Consistent performance should be demonstrated.

Assessment method and context

Assessment will occur on-the-job or in a simulated workplace.

Competence in this unit may be assessed:

- in a situation allowing the generation of evidence of the ability to respond to problems
- by use of a suitable simulation and/or a range of case studies/scenarios
- by a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Specific resources for assessment

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required.

Where applicable, physical resources should include equipment modified for people with disabilities.

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. 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. Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.

Context

This competency applies to all work environments and sectors within the industries.

Procedures

All operations are performed in accordance with procedures.

Procedures include all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

Tools and equipment

This competency includes use of equipment and tools such as:

- workplace forms and logs
- communication equipment for gathering and exchanging information, such as telephones, two-way radios, fax machines, email.

Problems

'Respond to routine problems' means 'apply known solutions to a limited range of predictable problems'. Typical process problems may include:

- process and quality problems
- equipment selection, availability and failure
- teamwork and work allocation problems
- safety and emergency situations and incidents.
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Unit Sector(s)

Not applicable.