



Australian Government

MSMSUP291 Participate in continuous improvement

Release: 1

MSMSUP291 Participate in continuous improvement

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP291A Participate in continuous improvement

Application

This unit of competency covers the skills and knowledge required to identify areas of improvement and work with colleagues to implement the changes.

It applies to operators who are required to contribute to continuous improvement of work processes by applying knowledge of customers and suppliers to identify improvements and to select and implement improvements.

This unit of competency applies to an individual working as part of a team/work group.

This unit of competency applies to all work environments and sectors within the industry.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Identify customers and suppliers	1.1	Identify internal and external customers and suppliers
		1.2	Identify requirements of individual customers
		1.3	Identify own role in meeting customer requirements

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|---|-------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------|
| 2 | Identify areas for improvement | 2.1 | Identify issues affecting output and quality |
| | | 2.2 | Identify instances of variation |
| | | 2.3 | Follow procedures for reporting and managing variations |
| | | 2.4 | Record non-conformance in accordance with company requirements |
| 3 | Identify strategies for improvement | 3.1 | Identify areas for improvement |
| | | 3.2 | Use information on variation to develop improvement suggestions |
| | | 3.3 | Use relevant quality tools and techniques for identifying causes of variation 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 |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Procedures All operations must be performed in accordance with relevant

procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Opportunities for improvement

Opportunities for improvement include one or more of the following:

- an unintended occurrence or outcome
- product faults and faulty products
- excessive variation
- trends
- waste (muda)
- improving process capability
- improving process efficiency
- improving health safety and environment (HSE) outcomes
- reducing cost/lifecycle cost

Quality tools and techniques

Quality tools and techniques include one or more of the following:

- controls charts (statistical process control)
- cause-effect diagrams
- check sheets
- histograms/Pareto charts
- scatter diagrams
- stratification
- flow charts

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>