



**Australian Government**

# **MSS402002 Sustain process improvements**

**Release: 1**

# MSS402002 Sustain process improvements

## Modification History

Release 1. Supersedes and is equivalent to MSS402002A Sustain process improvements

## Application

This unit of competency covers the skills and knowledge required by an individual to prevent process improvements in their own work from slipping back to former practices or digressing to less efficient practices.

This unit applies to organisations implementing competitive systems and practices and continuous improvement. It covers the skills needed to ensure that process improvements are sustained and opportunities taken to suggest further improvements.

Improvement initiatives can be made by any of a number of methods and by teams or individuals. The unit assumes that desired levels of performance or quality are known to employees.

The unit can be applied to all areas of an organisation, including production, maintenance, logistics and office functions.

This unit requires the application of skills associated with problem solving, initiative and enterprise and self-management in order to understand implement and monitor improvement practices. It also requires the ability to identify and address personal skill gaps in order to manage own ability to implement change.

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

## Pre-requisite Unit

Nil

## Competency Field

Competitive systems and practices

## Unit Sector

Not applicable

## Elements and Performance Criteria

Elements describe the essential outcomes.

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

- |   |                |     |   |
|---|----------------|-----|---|
| 1 | <b>Examine</b> | 1.1 | Identify impact of previous process improvements to |
|---|----------------|-----|---|

	<b>previous improvements</b>		equipment, operations, services or products in own work area.
		1.2	Identify improvements where objectives have not been met.
2	<b>Implement corrective actions</b>	2.1	Identify corrective actions that can be taken by self on process improvements that have not met objectives.
		2.2	Obtain any required approvals.
		2.3	Identify any additional, personal skill gaps and seek skill development.
		2.4	Adopt improved processes.
3	<b>Check changes</b>	3.1	Identify claimed improvements.
		3.2	Identify methods of observing and measuring claimed improvements in own work area.
		3.3	Check if claimed improvements are occurring and report problems in accordance with procedures.
4	<b>Check for further improvements</b>	4.1	Look for areas of possible further improvement.
		4.2	Discuss further improvements with peers and supervisors.
		4.3	Take action to implement improvements in accordance with procedures.

## Foundation Skills

This section describes those required skills (language, literacy and numeracy) 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.

**Competitive systems and practices include one or more of:**

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

**Customers include one or more of:**

- internal customers
- external customers sufficiently close to the individual's work as to be easily identifiable
- final customers used as the basis for the identification of value and waste.

**Suppliers include one or more of:**

- internal suppliers
- external suppliers sufficiently close to the individual's work as to be easily identifiable.

**Measuring improvements includes one or more of:**

- personally taking measurements
- arranging for measurements to be taken/made by appropriate personnel.

- Procedures (written, verbal, visual, computer based, etc.) include one or any combination of:**
- work instructions
  - standard operating procedures (SOPs)
  - safe work method statements
  - formulas/recipes
  - batch sheets
  - temporary instructions
  - any similar instructions provided for the smooth running of the plant.
- Corrective actions to sustain improvements include one or more of:**
- techniques for preventing mistakes by designing the operations process, equipment and tools so that an operation literally cannot be performed incorrectly (e.g. baka-yoke)
  - techniques that generate warning signals where a mistake is about to be performed (poka-yoke)
  - administrative techniques, such as procedure/work instruction changes
  - skilling techniques, such as training, mentoring, demonstration
  - process techniques, such as changing the process/conditions/variables.

## Unit Mapping Information

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## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>