Australian Government

MSS403009 Facilitate implementation of competitive systems and practices in a service environment

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403006 Facilitate implementation or review of competitive systems and practices in an office.

Application

This unit of competency describes the skills and knowledge required to facilitate processes to implement new, or review existing, competitive systems and practices, including use of a simple pull system in a service-based team or work group.

This unit applies to senior staff, team leaders, managers, technical specialists or others who have been given the authority to lead, facilitate and assist a team or work group to develop knowledge and skills in, and commitment to, competitive systems and practices, and to implement and/or improve selected practices or tools.

This unit applies to any organisation or section of an organisation which is service-based and implementing competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish scope of service processes to be included	1.1 Identify process links to other departments and external organisations 1.2 Establish deliverables expected by internal and external customers, including regulators, if any

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	1.3 Identify existing processes completely internal to the service environment 1.4 Confirm management support and identify any imposed exclusions or limits to the competitive systems and practices implementation process 1.5 Identify any required budget and reporting processes
2. Facilitate team or work group engagement with competitive systems and practices	2.1 Determine extent of capacity and commitment to efficiency improvement in team or work group 2.2 Explain competitive systems and practices concepts to team or work group 2.3 Identify need for, and provide, additional information to support commitment to implementation of competitive systems and practices 2.4 Determine skills and/or other development needs for team to work with competitive systems and practices to be implemented 2.5 Provide mentoring or arrange for training and/or development to address identified needs 2.6 Encourage and develop communications between employees and specialists outside team 2.7 Facilitate open and respectful discussion of suggestions in order to develop improvement options 2.8 Model and promote safe and respectful environment for communications and learning
3. Facilitate implementation of competitive systems and practices	3.1 Guide selection of competitive systems and practices to be implemented (or reviewed) to deliver efficiency improvements 3.2 Facilitate team or work group input to examine known customer requirements and process stages to determine triggers and indicators for customer pull 3.3 Facilitate agreement with stakeholders on visual indicators to be used and their location 3.4 Facilitate and contribute to team processes for setting or resetting of key performance indicators (KPIs) to align to competitive systems and practices to be implemented 3.5 Guide and support implementation of competitive systems and practices according to agreed processes 3.6 Guide identification of muda (waste) using implemented competitive

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	systems and selected practices 3.7 Set up or review processes for classifying, monitoring and reducing muda
4. Facilitate continuous improvement	4.1 Review functioning of competitive systems and practices with team or work group 4.2 Identify barriers to improvement from initial implementation 4.3 Provide information and guidance to support team commitment to continuous improvement (kaizen) 4.4 Apply tools to remove barriers to improvement and continuous improvement

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret workplace documentation, competitive systems and practices
- Oral communication skills to facilitate understanding and commitment, identify skill development needs, facilitate communication between stakeholders
- Numeracy skills to interpret and explain budgets, KPI data.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998