



Australian Government

MSS403033 Map an operational process

Release: 1

MSS403033 Map an operational process

Modification History

Release 1. Supersedes and is equivalent to MSS403033A Map an operational process

Application

This unit of competency covers the skills and knowledge required to identify and visually document the sequence and interactions of related steps, activities or tasks that make up an individual operational process, from beginning to end.

For the purposes of this unit, an operational process is a group of structured and identifiable activities that contribute to delivering a specified and measurable result, such as a product, deliverable or service.

The process mapping may be done for a number of purposes, including identifying the scope and purpose of a process, identifying opportunities for improvement using other competitive systems and practices techniques, or increasing the knowledge and engagement of others with the process. The specific aspects to focus on in the mapping should align to the goal or reason for the mapping.

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.

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|---|--|---|
| 1 | Define the scope of the process map | <div style="display: flex; align-items: flex-start;"><div style="flex: 1; padding-right: 10px;">1.1</div><div>Identify the purpose for the process mapping.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">1.2</div><div>Define the boundaries of the process to be mapped.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">1.3</div><div>Identify process stakeholders to participate in the mapping.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">1.4</div><div>Identify the aspects to be mapped.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">1.5</div><div>Select an appropriate process mapping technique.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">1.6</div><div>Identify sources of information to populate and validate the process map.</div></div> |
| 2 | Map the process | <div style="display: flex; align-items: flex-start;"><div style="flex: 1; padding-right: 10px;">2.1</div><div>Liaise with process stakeholders to identify steps in the process.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">2.2</div><div>Rank information gained about process steps into critical, important and optional steps.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">2.3</div><div>Document the agreed process steps using the selected process mapping technique.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">2.4</div><div>Document the aspects being mapped using the selected process mapping technique, and show how they relate to the steps.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">2.5</div><div>Validate steps and techniques with appropriate internal or external sources of information.</div></div> |
| 3 | Apply the map | <div style="display: flex; align-items: flex-start;"><div style="flex: 1; padding-right: 10px;">3.1</div><div>Analyse the process map to ensure that it is fit for its intended purpose.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">3.2</div><div>Identify any further changes needed to the process map as a result of the analysis.</div></div> <div style="display: flex; align-items: flex-start; margin-top: 10px;"><div style="flex: 1; padding-right: 10px;">3.3</div><div>Validate changes and finalise process map.</div></div> |

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.

Appropriate process mapping techniques produce hard or soft copy visual representation and include one or more of:

- supplier-input-process-output-customer (SIPOC)
- high-level process map
- process flow chart
- top down
- responsibility matrix
- document map
- cross-functional or swim lanes process map
- work flow diagram
- Visio
- computer-aided design/drafting (CAD) programs
- Microsoft Project
- other graphic, modelling or flow chart applications.

- Aspects to focus on include one or more of:**
- process activities
 - flow of information and/or documents
 - decision points
 - ranking of process steps into:
 - essential (process essential for achieving outcomes/goals)
 - important (process which improves outcomes/goals through greater speed or quality)
 - optional (current or required process not related to achievement of outcomes/goals)
 - personnel and levels of responsibilities
 - cross-functional interactions
 - work flow and bottlenecks
 - quantifiables, such as lead time, work volume and handoffs.
- Process stakeholders include one or more of:**
- the person undertaking a single-person process
 - a sample/representative of people undertaking each activity or step in a multi-person process
 - line managers
 - senior managers
 - internal customers
 - external customers.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

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