MSS403039 Facilitate and improve 5S in an office

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS403039A Facilitate and improve 5S in an office

Application

This unit of competency covers the skills and knowledge required by an individual to facilitate and improve the 5S in an office environment. The unit includes the skills required to adapt a traditional 5S approach to the particular problems and needs in an office implementation. The facilitation may be undertaken by formally designated supervisory staff, such as team leaders or other individuals in a competitive systems and practices implementation role for an office who need to provide support and encouragement to others to facilitate the achievement of 5S outcomes in the workplace.

The unit applies to offices using formally designated team-based work structures, work groups or other forms of work organisation.

The office environment for 5S may include administrative, transactional or service-based processes in, or attached to, a manufacturing organisation, within their value stream or similar environments, such as health care, education, financial, construction or Defence services.

This unit has a strong emphasis on planning and change management, but also requires an ability to learn from experience and feed new information back into strategies to improve performance.

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	**Plan for 5S implementation**	1.1	Facilitate agreement within the work group on prioritising and scheduling the application of 5S across target work areas.
		1.2	Assist individuals to identify own and collective office work group functions in the target work areas in terms of internal and/or external customer requirements.
		1.3	Assist individuals to identify how their own and collective office work group tasks contribute to the office functions.
		1.4	Establish communication and reporting processes with work group.
		1.5	Facilitate management support for 5S.
2	**Facilitate the set-up of 5S**	2.1	Assist work group to determine what are necessary and unnecessary items in the work area.
		2.2	Assist work group to determine optimum assigned location for all necessary items.
		2.3	Liaise with relevant production and work health and safety (WHS) personnel to determine optimum locations.
		2.4	Assist work group to determine the appropriate place for unnecessary items.
		2.5	Assist work group to determine 5S schedule.
3	**Facilitate the implementation of 5S**	3.1	Ensure procedures reflect 5S practices.
		3.2	Assess skill base of work group in 5S and arrange for any required training.
		3.3	Ensure that any damage and/or safety risks reported by the team are addressed through correct mechanisms.
4	**Monitor 5S**	4.1	Check work area for 5S implementation as part of normal routine.
		4.2	Identify non-conformances.

	4.3	Negotiate solutions to non-conformances.
5 Improve 5S	5.1	Work with work group to find areas for improvement.
	5.2	Assist work group to develop improvement solutions.
	5.3	Facilitate the availability of resources required for the improvement solution.
	5.4	Facilitate the implementation of the improvement solution.

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.

5S includes all of:
- sort
- set in order
- shine
- standardise
- sustain.

Sort includes all of:
- separating necessary from unnecessary items (equipment and supplies)
- keeping only what is absolutely necessary for the work processes that comprise the job
- disposing of (or relocating) all other items
- computer files and icons.

Set in order includes all of:
- assigning required equipment and materials appropriate locations in the work area
- consideration of frequency of use, ergonomics and WHS
- provision of facilities to maintain the locations
- efficient file structures and desktops (computer and actual).

Shine includes one or more of:
- keeping the work area clean at all times which should be carried out to a regular daily schedule against allowed time, usually at the end of the day or of a particular process
- keeping work area, including virtual work area, organised
- noting any signs of wear, damage, leakage, safety risks or other issues that require immediate attention
- keeping file structures and desktops organised and efficient.

Standardising includes one or more of:
- activities that help maintain the order and the 5S standards
- using procedures and checklists developed from a procedure.

Sustain includes one or more of:
- making sure that daily activities are completed every day regardless of circumstance
- undertaking inspections, including:
  - informal inspections that should be carried often, at least weekly

- formal inspections that should be carried out at least monthly.

Items in work area include one or more of:	- office supplies - materials - paperwork - furniture - storage systems and cabinets - lighting, wiring, plumbing and other services designed to support a working environment in the office - manuals - personal items (e.g. bags, phones, lunch boxes, clothing, photos and ornaments) - safety and personal protective equipment - any other item which happens to be in the work area.
Work group includes one or more of:	- formal teams - informal teams - people working in the same area.
Target work area may be a physical and/or virtual workspace and include one or more of:	- used by a person, a team or a cross-functional group - common to part/s of a process or value stream (already defined) - shared by people who undertake a defined procedure or set of procedures - needed to support a particular function.
Appropriate places include areas designated for one or more of:	- recycling - rubbish removal - staff room/lunch room/kitchen - office supplies, filing and other storage - functions, such as printing/copying - holding until status is confirmed.
Management support includes one or more of	- provision of facilities for meetings, records and communications - release for training when needed - support and authorisations for changes when required - financial resources for any new or modified equipment - any other support outside of that able to be generated within the 5S implementation group.

Procedures (written, verbal, visual, computer based, etc.) include one or more 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.

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