MSS403052 Map an office value stream

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS403007 Map an office value stream.

Application

This unit describes the skills and knowledge required to identify and visually document a value stream in an office environment for the purposes of determining improvements in meeting customer requirements and in minimisation of muda (waste).

This unit applies to individuals who have a competitive systems and practices implementation role in an office, including identifying the elements of the office- related value stream and ways to improve the ratio of value-add to non-value add within the value stream.

The value stream may comprise one process or several processes across functions or divisions within a business that require involvement or support by an office.

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

Unit Sector

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. Identify a value stream	1.1	Identify office deliverables the value stream applies to
	1.2	Identify ultimate customers
	1.3	Identify ultimate suppliers
	1.4	Identify the office processes that contribute to achieving the

		deliverables
	1.5	Identify stakeholders to participate in the mapping
	1.6	Identify sources of information to populate and validate the map
2. Map the value stream	2.1	Liaise with stakeholders to capture the office-related activities for each step in the value stream
	2.2	Liaise with stakeholders to document the flow of content information, materials and process information through the value stream
	2.3	Develop a visual representation, in hard copy or using software, of the value stream current state
3. Analyse the value stream	3.1	Examine each step in the value stream to identify the value added for the customer
	3.2	Measure and document performance along the value stream
	3.3	Identify where value stream improvements can be made
	3.4	Select which improvements will deliver the most value to the customer
4. Develop improvement plan	4.1	Decide the order in which to implement the improvements
	4.2	Identify actions and resources needed to make the improvements
	4.3	Liaise with management to gain approval and budget for implementation of improvements

Foundation Skills

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

Range of Conditions

Unit Mapping Information

Supersedes and is equivalent to MSS403007 Map an office value stream.

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Links

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

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