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MSS403054 Facilitate breakthrough improvements

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Foundation skills information added. Assessment requirements changed. Supersedes and is equivalent to MSS403041 Facilitate breakthrough improvements.

Application

This unit describes the skills and knowledge to facilitate implementation of discrete targeted improvement activities to achieve breakthrough improvements in selected processes, operations or products. The unit also covers ensuring that the improvements are sustained. The process of achieving breakthrough improvements is often called kaizen blitz in lean terminology. Typically, this approach is used for improvements in areas of waste identified through value stream mapping.

This unit applies to team leaders and others who are providing guidance and support to assist a team of employees to identify improvements that can be implemented to operations, processes or products in a brief intensive project.

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. Prepare for improvement event	1.1 Engage team members in the improvement event
	1.2 Identify process or processes to be targeted in the improvement event
	1.3 Assist team members to identify how their own roles

		contribute to value to the customer
	1.4	Assist team to identify the boundaries of the event, including imposed exclusions
	1.5	Identify key process indicators and other information required for improvement event
	1.6	Identify skill needs for personnel engaged in breakthrough improvement event and arrange for required training
	1.7	Establish communication processes with sponsor and stakeholders
2. Identify improvements	2.1	Assist team to review current processes, operations or products and identify options for radical improvements
	2.2	Facilitate team and personnel to evaluate the options and agree on improvements to be made
	2.3	Encourage and assist team and personnel to plan the activities and identify metrics to be monitored
	2.4	Facilitate allocation of resources and strategies to manage impact on routine work
3. Facilitate the event	3.1	Assist team to gather baseline data on the selected metrics
	3.2	Assist team to identify and address barriers to making the improvements
	3.3	Monitor team dynamics and facilitate team focus and cooperation
	3.4	Liaise with sponsor to communicate progress and maintain their support
4. Evaluate improvements	4.1	Assist team to gather and interpret data on the metrics
	4.2	Facilitate team activities to evaluate the outcomes of the event
	4.3	Identify causes for areas of poor performance from changes and identify changes to address them
	4.4	Report to sponsor and stakeholders on the outcomes of the event

5. Embed improvements	5.1	Establish mechanisms to ensure new systems and practices are communicated to relevant personnel
	5.2	Motivate team to apply the new systems and practices and sustain improvements
	5.3	Ensure the new systems and practices are reflected in procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Oral communication to effectively guide and assist personnel.

Other 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 MSS403041 Facilitate breakthrough improvements.

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