Assessment Requirements for MSS403057 Map an operational process

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403053 Map an operational process.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

* map at least 2 operational processes using a different technique for each one.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

* aspects of operational process that can be mapped including at least 4 of the following:
    * process activities
    * flow of information and/or documents
    * decision points
    * personnel and levels of responsibilities
    * cross-functional interactions
    * workflow and bottlenecks
    * quantifiables including lead time, work volume and handoffs
* techniques and purposes of process mapping including at least 2 of the following:
    * 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
* types of software that can be used in process mapping
* implications of including or excluding specific activities and people from the mapping process
* analysis and validation of process maps.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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