MSS405015 Manage relationships with non-customer external organisations

Release: 1

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Modification History

Release 1. Code change. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS405010 Manage relationships with non-customer external organisations.

Application

This unit describes the skills and knowledge required to identify and manage relationships with non-customer external organisations, including community groups, other businesses, training providers, research organisations and government departments. This includes managing a range of external organisations to the maximum benefit of the organisation and the organisation's customers while also identifying areas of mutual interest and benefit with the external organisations.

This unit applies to a manager or supervisor who is responsible for managing external relationships that may impact on the performance, community standing or regulatory compliance of the organisation.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also 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 mutual interest	1.1	Clarify the reason for contact with each external organisation
	1.2	Gather information on extent of past contact and positive or negative outcomes for own and external organisation

	1.3	Identify expectations of initiating organisation
	1.4	Analyse the breadth, depth and complexity of external organisations' expectations
	1.5	Discuss expectations, ability to meet those expectations, and areas of mutual interest with internal and external representatives
2. Determine contribution of relationship	2.1	Identify value contributions from relationship
	2.2	Identify muda (waste) arising from relationship
	2.3	Classify muda (waste) into necessary or unnecessary
	2.4	Set key performance indicators (KPIs) for future relationship
3. Manage the relationship	3.1	Measure current performance of relationship against expectations and KPIs
	3.2	Develop systems to enhance mutual benefit and value contributions from relationship
	3.3	Develop systems to minimise and control necessary muda (waste) without causing harm
	3.4	Eliminate unnecessary muda (waste) without causing harm
	3.5	Monitor KPIs and determine future strategy for the relationship
	3.6	Continue to manage or terminate the relationship in a manner which enhances the organisation

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 MSS405010 Manage relationships with non- customer external organisations.

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