



Australian Government

MSS405039 Implement and optimise levelled pull system

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Performance criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS405033 Optimise office systems to deliver to customer demand and MSS405023 Develop a levelled pull system for operations and processes.

Application

This unit describes the skills and knowledge required to establish new or improve existing systems to manage flow of work to deliver to customer demand in a service environment.

This unit applies to managers, technical specialists or those in similar roles with responsibility to determine improvements to flow of work in response to demand signals and to level the flow of work by managing variations in demand and allocation of resources.

This unit applies to any organisation that is implementing competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Competitive systems and practices

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. Facilitate the pull system	1.1 Analyse available information to determine processes, resources and other factors relevant to pull system 1.2 Review current systems to identify customers and demand signals that trigger flow of work 1.3 Evaluate how current systems respond to identified demand signals 1.4 Identify where demand signals do not exist or are not built into processes 1.5 Facilitate adoption of appropriate demand signals for processes currently not responding to customer pull

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
2. Level the flow of work	2.1 Determine where optimal flow of work is not being achieved within pull system 2.2 Identify variations and barriers that prevent optimal flow of work 2.3 Establish routines and/or systems to promote consistent flow of work at optimal rate 2.4 Establish mechanisms to remove or minimise variations and barriers to flow 2.5 Establish mechanisms to manage impact of variations and barriers that cannot be removed
3. Allocate resources to balance work flow	3.1 Establish mechanisms that indicate when variations in flow of work require more or fewer resources 3.2 Develop routines and/or systems to allocate resources to re-balance flow to meet variations
4. Evaluate improvements	4.1 Evaluate effectiveness of changes to pull and levelling systems 4.2 Liaise with relevant personnel to determine causes of poor performance and develop improvements 4.3 Implement improvements to address areas of poor performance
5. Embed improvements	5.1 Establish mechanisms to ensure new routines and/or systems are communicated to relevant personnel 5.2 Provide information and/or guidance to assist relevant personnel to apply new routines and/or systems 5.3 Make or oversee updates to procedures to reflect new routines and/or systems 5.4 Monitor the systems to identify further improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret workplace documentation
- Writing skills to communicate procedural changes
- Oral communication skills to facilitate engagement and participation
- Numeracy skills to determine equipment capability, calculate rates of demand and flow.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet --

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>