MSS407008 Capture learning from daily activities in an organisation

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS407008A Capture learning from daily activities in an organisation

Application

This unit of competency covers the skills and knowledge required to capture learning from the shop floor, suppliers and customers in order to contribute to a learning organisation.

This unit is intended for team leaders and people with a similar sphere of influence/scope of authority and responsibility. It applies to individuals who already have knowledge of competitive systems and practices, leading teams, analysing root cause and locking in improvements.

This unit takes a largely qualitative view of information and knowledge.

This unit may also be applied to service organisations applying competitive systems and practices principles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
1 **Identify potential learning opportunities**	1.1	Identify formal and informal opportunities for feedback from normal daily activities.
	1.2	Assess feedback for potential to lead to organisational learning.

		1.3	Identify opportunities for learning from abnormal events.
		1.4	Review communications with value stream members for learning opportunities.
2	**Extract learning from opportunities**	2.1	Review information gained from potential learning opportunities for relevance to performance improvement.
		2.2	Discuss potential for learning with stakeholders.
		2.3	Confirm additional knowledge/learning.
		2.4	Confirm methods for institutionalising learning/standardising.
3	**Capture and disseminate learning**	3.1	Identify methods of capturing and disseminating learning.
		3.2	Obtain required authorisations from appropriate people.
		3.3	Record learning according to organisation procedures.
		3.4	Communicate learning to relevant stakeholders.
		3.5	Ensure all relevant stakeholders are able to access and apply relevant knowledge/learning.
4	**Review use of learning**	4.1	Check learning is used in daily operations.
		4.2	Review use of learning and update in organisation knowledge system.
		4.3	Identify implications for training and procedures.
		4.4	Recommend improvements to organisation knowledge system.
		4.5	Confirm methods for institutionalising learning/standardising.

Innovation and Business Skills Australia

Foundation Skills

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

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Competitive systems and practices include one or more of:	- lean operations - agile operations - preventative and predictive maintenance approaches - statistical process control systems, including six sigma and three sigma - Just in Time (JIT), kanban and other pull-related operations control systems - supply, value, and demand chain monitoring and analysis 5S - continuous improvement (kaizen) - breakthrough improvement (kaizen blitz) - cause/effect diagrams - overall equipment effectiveness (OEE) - takt time - process mapping - problem solving - run charts - standard procedures - current reality tree.
Opportunities for feedback include one or more of:	- tool box meetings - ad hoc discussions/meetings with team members, sales and marketing employees, other employees, value stream members, regulators and visitors - interviews - process/production records - quality records - plant equipment downtime/maintenance records.

Problem recognition and resolution includes one or more of:	• stopping operations or part of an operation • go and see (gemba walk in lean operations) • team/consensus problem solving • root cause analysis (RCA).
Records include systems which ensure knowledge:	• is not just retained by an individual • is available to others • survives beyond the departure of individual • has an allocated level of importance.
Stakeholders include one or more of:	• work team members • value stream members • supervisors.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998