MSS407011 Manage benchmarking studies

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS407011A Manage benchmarking studies

Application

This unit of competency covers the skills and knowledge required to undertake benchmarking studies. It covers both performance and process benchmarking. It does not cover product or strategic benchmarking. The benchmarking may be used to find areas for improvement or to provide information as to how to make the improvements.

The benchmarking process would:

- decide the nature of the benchmarking to be undertaken
- collect the benchmarking data and information
- determine what actions to be taken based on the benchmarking
- take the required steps to have those actions implemented
- identify the ongoing nature of these benchmarking activities.

Benchmarking may be undertaken by a team or be largely the responsibility of an individual. This unit applies either to that individual or to a leader in the team. The benchmarking activity may use benchmarks which are derived either internally to the organisation or externally from the organisation although some degree of externality would be expected in most applications.

This unit does not require the statistical or financial analysis of data, but does require the interpretation and application of information derived from such analyses.

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   Performance criteria describe the performance needed to

	essential outcomes.		demonstrate achievement of the element.
1	**Identify nature of benchmarking activity**	1.1	Identify operations or area to be benchmarked.
		1.2	Determine the core set of benchmark measures required.
2	**Develop the benchmarking methodology**	2.1	Determine baseline in area of study for core measures.
		2.2	Confirm nature and source of data/information to be collected.
		2.3	Agree on likely suitable sources of benchmarking data/information.
		2.4	Confirm required survey methodology.
3	**Conduct benchmarking survey**	3.1	Establish required communication channels for survey.
		3.2	Obtain required data/information.
		3.3	Validate data/information as required by methodology.
4	**Apply results of benchmarking**	4.1	Interpret the analysed results of the survey.
		4.2	Agree required improvement actions resulting from the survey.
		4.3	Analyse sustainability (social, ecology and economic) implications from proposed actions.
		4.4	Modify proposed actions, as required, to ensure they are at least sustainability neutral.
		4.5	Initiate the implementation of the improvement actions.
		4.6	Follow through on improvement actions to ensure they are fully implemented.
5	**Improve the benchmarking process**	5.1	Analyse the benchmarking process just undertaken.
		5.2	Analyse the changes which have resulted from the benchmarking.

5.3   Identify areas for improvement.

5.4   Agree ways of improving future benchmarking activities.

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.
Sources of benchmarking data	- other relevant areas within the same organisation - external organisations in a similar market/with similar processes

include one or more of:	• external organisations recognised as a leader in the process/activity under study • benchmarking consultancies offering access to relevant data/information/organisations.
Methods to determine operations or areas to be benchmarked include one or more of:	• previous benchmarking study • identification by other studies or processes of area of need • informal conversations with customers, employees or suppliers • exploratory research techniques such as focus groups • in-depth marketing research, quantitative research, surveys, questionnaires, engineering analysis, process mapping, quality control variance reports, or financial ratio analysis.

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