MSS407026 Lead a process to determine and solve root cause for a complex problem

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS407016 Lead a process to determine and solve root cause for a complex problem.

Application

This unit describes the skills and knowledge required to lead a problem-solving process to solve complex and/or unusual problems within the organisation or in the value stream.

This unit applies to managers, technical experts or similar roles with responsibility and authority to lead others in developing solutions for a complex problem. A complex problem will typically require input from technical experts and may require iterations of problem-solving activity to adequately define the problem. The problem-solving process will typically involve the use of real or nominal groups to determine the root cause and propose the solution.

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. Recognise complex problem	1.1 Identify a complex issue which needs to be addressed 1.2 Undertake initial investigation of issue 1.3 Determine initial areas of expertise and data which may be required to analyse problem 1.4 Write initial definition of problem
2. Develop problem-solving	2.1 Draft a problem-solving methodology 2.2 Develop required approaches and protocols for obtaining required

Elements	Performance Criteria
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methodology	data and information 2.3 Establish group/s to assist with problem solving 2.4 Allocate tasks, responsibilities and reporting arrangements to group/s 2.5 Develop arrangements for consultation with required people outside of group/s
3. Analyse problem	3.1 Apply methodology in consultation with required people 3.2 Obtain data and information 3.3 Review problem definition 3.4 Review methodology 3.5 Obtain additional data and information
4. Identify root cause	4.1 Map causal links for problem 4.2 Determine indicators of problem or problem precursors 4.3 Identify causes which can be controlled
5. Develop a solution	5.1 Develop solutions for controllable causes 5.2 Determine cost benefit for proposed solutions 5.3 Investigate proposed solutions for efficacy 5.4 Select best available solution 5.5 Obtain support and authorisations for proposed solution
6. Check problem is solved and standardised	6.1 Monitor indicators of problem and problem precursor 6.2 Review problem solution and implementation 6.3 Confirm solution is standardised

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 document definition of complex problem, standardise solutions
- Oral communication skills to facilitate engagement and participation

- Numeracy skills to determine data requirements, interpret data.

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

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS407016 Lead a process to determine and solve root cause for a complex problem.

Links

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