Australian Government

Department of Education, Employment and Workplace Relations

MSS40312 Certificate IV in Competitive Systems and Practices

Release: 1

MSS40312 Certificate IV in Competitive Systems and Practices

Modification History

Initial release

Manufacturing Skills Australia

Description

The MSS40312 Certificate IV in Competitive Systems and Practices specifies the competencies required by team leaders or those in similar job roles that are responsible for the implementation of competitive systems and practices in the work of a team or in a work area. This qualification provides the skills and knowledge required by a team leader or other person to implement competitive systems and practices in the work of a team or work group, or by a specialist in competitive systems and practices. The qualification packaging has been developed on an assumption that competency will be developed through a combination of on and off-the-job learning strategies.

This qualification provides the skills needed to improve efficiency in a team or work area as well as in a person's own work role through the implementation of competitive systems and practices. It complements but does not duplicate qualifications supplying operational, production, maintenance, logistics or other technical skills to industry. Where these skills are required appropriate qualifications from other Training Packages should be considered.

The skills in this qualification are often known in industry under a variety of titles many of which relate to manufacturing which is the origin of many competitive systems and practices. The most common term is lean manufacturing. However, other names for some of the system skills and techniques include agile manufacturing, lean operations, six sigma, lean six sigma, and so on.

Job roles/employment outcomes

Job roles related to this qualification may be in small or large organisations and include individuals who provide a specialist support role in competitive systems and practices for an organisation. The target job roles may be in production or operations, office, maintenance, transport and logistics, and other job roles requiring the skills delivered by completing the qualification.

In addition to the job roles listed above, employment outcomes related to this qualification also include working as a member of a project team implementing competitive systems and practices.

Application

The primary application of this qualification is where an individual has responsibility for leading and implementing competitive systems and practices in a work area or in the work of a team. The qualification also applies to individuals who act as technical resource personnel for others in the implementation of competitive systems and practices. The emphasis in the qualification is on leading and implementing competitive systems and practices as well as applying the competencies to one's own work.

This qualification provides competitive systems and practices skills that can be applied in the following organisations and environments:

- manufacturing enterprises
- mining and service organisations
- office environments
- organisations in a value chain, such as:
    - suppliers
    - customers
    - distributors, warehouses, transport suppliers and other logistics support organisations
- professional service suppliers, for example, legal, engineering, accounting, auditing, and education and training suppliers that may be assisting other organisations in implementing competitive systems and practices

- other organisations implementing competitive systems and practices, for example, Government Departments, healthcare providers, transport organisations, and so on.
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Pathways Information

Pathways into the qualification
This qualification is suitable for either direct entry or progression from the MSS20312 Certificate II in Competitive Systems and Practices or MSS30312 Certificate III in Competitive Systems and Practices.
Pathways from the qualification
Further training pathways from this qualification include the MSS50312 Diploma of Competitive Systems and Practices.

Licensing/Regulatory Information

There are no specific licenses that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements depending on the work context. Local regulations should be checked for details.

Entry Requirements

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to supply operational or technical skills that are used in conjunction with competitive systems and practices skills.
This qualification assumes that a learner has current or past work experience where operational or technical skills have already been gained and a supervisory or similar level of responsibility exists. This qualification is not suitable for direct entry from school.

Employability Skills Summary

The following table contains a summary of the employability skills as identified by industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that reflect skill requirements for this level.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	- Implement OHS procedures and distribute related safety information - Complete, access and interpret standardised documentation on behalf of self and other team members - Share and discuss information with others about work activities - Access and apply workplace procedures - Provide information to team members about workplace

	procedures
	• Read and interpret instructions, specifications, standard operating procedures and other work-related documents
	• Seek assistance or information from relevant personnel or supervisors
	• Debrief on workplace changes with relevant stakeholders
	• Record work-related information
	• Access and use workplace communication tools and equipment
	• Apply numeracy skills to work procedures
	• Provide information about team activities to supervisors, managers and customers
Teamwork	• Identify roles of other work colleagues, including formal team members, where teamwork is used as the form of work organisation
	• Lead others in an operational environment
	• Share production or work-related information with peers, including team members, supervisors and management
	• Identify hazards to self and other team members
	• Recognise the value chain and advise team members as to how they can contribute to the final quality of the product
	• Review changes to work practices and work relationships with supervisors
	• Provide assistance with work operations, as required
	• Seek assistance with work operations, as required
	• Participate in multidisciplinary teams, as required
Problem solving	• Monitor workplace activities
	• Report inconsistencies, non-compliances, faults or hazards
	• Identify factors within team or work area that are a constraint to work efficiency or reaching of production outcomes
	• Distinguish between essential and non-essential practices
	• Implement methods of increasing features/benefits of products or processes
	• Monitor jobs within team and make improvements to work organisation
	• Note steps which cause a problem and implement improvement process
	• Improve OHS
	• Compare required performance with actual performance
	• Identify situations where compliance to specifications or safety standards is unlikely
	• Recommend and implement improvements
	• Distinguish between random and identifiable causes of work problems

	• Identify causes of identified faults and take appropriate action • Investigate causes of quality deviations • Undertake root cause analysis (RCA) • Identify deviations and fault patterns
Initiative and enterprise	• Provide feedback on procedures and systems • Analyse feedback on procedures and systems • Analyse problems, implications or suggestions for improvements • Adjust work activity according to changes in work requirements • Take correct action and follow procedures • Identify methods of increasing own and team contribution to the value chain • Recommend changes and improvements • Take action to make improvements • Implement changes • Monitor actions to ensure cost-efficiency • Implement 5S procedures • Implement work practices to reduce waste • Participate in multidisciplinary teams to develop new products or processes
Planning and organising	• Plan own work and work of team to meet required standards • Ensure the work area complies with OHS procedures • Organise processes, operations, tools and materials • Implement improvements in accordance with procedures • Monitor and adjust production/process • Distinguish between essential and non-essential practices • Set the workplace in order • Implement use of planning tools within work of team • Implement 5S procedures • Determine and prioritise required actions • Collect, organise and analyse information from work activity
Self-management	• Conduct all work activities according to safety and workplace standards • Implement and maintain housekeeping standards • Achieve operational outcomes • Monitor own performance • Interpret data and information as required by own job • Ask questions to ensure understanding of own work requirements • Recommend methods of increasing own contribution to the value chain • Adjust work processes according to procedures • Identify and manage impacts in own work area

	• Monitor resource use and minimise waste in own work activity • Keep the workplace clean and tidy • Assess own work • Set personal objectives for work performance • Manage own time
Learning	• Attend skill development training • Adapt to changing work requirements • Ask questions to aid learning • Identify skill requirements of self and team members • Seek skills development and training to meet needs • Identify personal skill gaps and additional skills needs • Ask questions to ensure understanding of own work requirements • Monitor own work and identify areas for improvement • Seek feedback on work performance • Provide feedback on work performance
Technology	• Work with technology safely and according to workplace standards • Identify equipment and processes appropriate for job and skill level • Handle and use equipment correctly and safely and within skill level • Assess operational efficiency of technology within own skill level and that of team members • Recognise and report faulty operation of equipment • Collect and apply data and information from technology • Use information technology appropriate for job • Implement maintenance procedures appropriate to job and skill level of team and operations

Packaging Rules

To be awarded the MSS40312 Certificate IV in Competitive Systems and Practices, competency must be achieved in twelve (12) units of competency.

- **three (3)** core units of competency
- a minimum of **one (1)** unit of competency from the Group A electives listed below
- a minimum of **five (5)** units of competency from the Group B electives listed below
- the balance of **three (3)** elective units of competency may be selected in any combination from Group A, Group B and Group C.

Note: Units with prerequisites are marked with an asterisk*. Prerequisite units must be

counted in the total number of units required for completion of the qualification.

Core units of competency

Unit code	Unit title
MSS403001A	Implement competitive systems and practices
MSS403010A	Facilitate change in an organisation implementing competitive systems and practices
MSAENV472B	Implement and monitor environmentally sustainable work practices

Elective units of competency

Group A

Unit code	Unit title	Prerequisites
MSS403002A	Ensure process improvements are sustained	
MSS403005A	Facilitate use of a Balanced Scorecard for performance improvement	
MSS403006A	Facilitate implementation of competitive systems and practices in an office	
MSS403011A	Facilitate implementation of competitive systems and practices	
MSS403013A	Lead team culture improvement	

Group B

Unit code	Unit title	Prerequisites

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MSS403007A	Map an office value stream	
MSS403021A	Facilitate a Just in Time system	
MSS403023A	Monitor a levelled pull system of operations	
MSS403024A	Work within a constrained process	
MSS403030A	Improve cost factors in work practices	
MSS403032A	Analyse manual handling processes	
MSS403033A	Map an operational process	
MSS403034A	Organise products into groups	
MSS403035A	Implement the visual workplace	
MSS403039A	Facilitate and improve 5S in an office	
MSS403040A	Facilitate and improve implementation of 5S	
MSS403041A	Facilitate breakthrough improvements	
MSS403042A	Facilitate mistake proofing in an office	
MSS403043A	Facilitate breakthrough improvements in an office	
MSS403044A	Facilitate continuous improvement through the use of standardised procedures and practices	
MSS403051A	Mistake proof an operational process	
MSS403084A	Improve changeovers	
MSS404050A	Undertake process capability improvements	*
MSS404052A	Apply statistics to operational processes	
MSS404053A	Use six sigma techniques	*
MSS404060A	Facilitate the use of planning software systems in a work area or team	
MSS404061A	Facilitate the use of SCADA systems in a team or work area	

MSS404081A	Undertake proactive maintenance analyses	
MSS404082A	Assist in implementing a proactive maintenance strategy	
MSS404083A	Support proactive maintenance	
MSAPMSUP390A	Use structured problem solving tools	

Group C

Unit code	Unit title	Prerequisites
MSS402080A	Undertake root cause analysis	
MSS405001A	Develop competitive systems and practices for an organisation	
MSS405002A	Analyse and map a value stream	
MSS405003A	Manage a value stream	
MSS405004A	Develop business plans in an organisation implementing competitive systems and practices	
MSS405005A	Manage competitive systems and practices responding to individual and unique customer orders	
MSS405006A	Develop a Balanced Scorecard	
MSS405007A	Introduce competitive systems and practices to a small or medium enterprise	
MSS405010A	Manage relationships with non-customer external organisations	
MSS405011A	Manage people relationships	
MSS405012A	Manage workplace learning	
MSS405013A	Facilitate holistic culture improvement in an organisation	

MSS405014A	Develop a communications strategy to support operations	
MSS405020A	Develop quick changeover procedures	
MSS405021A	Develop a Just in Time system	
MSS405022A	Design a process layout	
MSS405023A	Develop a levelled pull system for operations and processes	
MSS405024A	Apply the theory of constraints	
MSS405030A	Optimise cost of product or service	
MSS405031A	Undertake value analysis of a product or process costs in terms of customer requirements	
MSS405032A	Analyse cost implications of maintenance strategy	
MSS405033A	Optimise office systems to deliver to customer demand	
MSS405040A	Manage 5S system in an organisation	
MSS405041A	Implement improvement systems in an organisation	
MSS405050A	Determine and improve process capability	*
MSS405052A	Design an experiment	*
MSS405053A	Manage application of six sigma for process control and improvement	*
MSS405060A	Develop the application of enterprise control systems in an organisation	
MSS405061A	Determine and establish information collection requirements and processes	
MSS405062A	Develop a documentation control strategy for an organisation	
MSS405070A	Develop and manage sustainable energy practices	

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MSS405075A	Facilitate the development of a new product	*
MSS405081A	Develop a proactive maintenance strategy	
MSS405082A	Adapt a proactive maintenance strategy to the process operations sector	*
MSS405083A	Adapt a proactive maintenance strategy for a seasonal or cyclical business	*
MSS014003A	Optimise sustainability of a process or plant area	
MSS014004A	Develop team strategies for more sustainable use of resources	
MSS024003A	Apply an understanding of environmental principles to a site	
MSAPMOHS200A	Work safely	
MSAENV672B	Develop workplace policy and procedures for environmental sustainability	

A maximum of **three (3)** Group C units may be selected from other qualifications in this Training Package, other endorsed Training Packages and accredited courses where those units are available at Certificates III, IV or Diploma level. Units chosen should be relevant to the workplace and would normally be drawn from the appropriate sector Training Package, or possibly the Business Services Training Package.

Custom Content Section

Not applicable.

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