



Australian Government

Department of Education, Employment and Workplace Relations

MSS405062A Develop a documentation control strategy for an organisation

Release: 1

MSS405062A Develop a documentation control strategy for an organisation

Modification History

New unit, superseding MSACMT662A Develop a documentation control strategy for a manufacturing enterprise - Equivalent

Unit Descriptor

This unit of competency covers the skills and knowledge required to develop and implement a documentation control strategy for an organisation implementing a competitive systems and practices strategy or which is part of the value stream for such an organisation. The documentation control strategy might be needed to comply with ISO9000 or other reasons.

Application of the Unit

This unit applies to an individual (who may be a manager, technical specialist or other person) in an organisation implementing a competitive systems and practices strategy who is required to develop and/or improve a system to ensure operations and related supporting documents are controlled in a manner which is appropriate for their use in the organisation.

This unit primarily requires the application of problem solving, initiative and enterprise, and planning and organising skills associated with developing effective documentation strategies. This work is done in the context of using computer technology and also requires aspects of self-management and learning to ensure improvement of own performance.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Identify and obtain agreement to document management procedures and standards	1.1	Establish an appropriate working group of stakeholders
		1.2	Agree on purpose and scope of document management standards, including interaction with production, maintenance, logistics, sales and marketing systems
		1.3	Identify any relevant external standards, requirements and conventions
		1.4	Agree on document control, tracking, updating and storage processes
		1.5	Prepare document management processes and standards and circulate to relevant stakeholders
		1.6	Negotiate any variations
2	Determine document style and establish standards and conventions	2.1	Consider potential document styles
		2.2	Agree on document conventions and layout
		2.3	Agree on standard symbols, abbreviations and similar
		2.4	Produce a style sheet, document model or template, as appropriate
		2.5	Check document style conforms to document management standards

- 2.6 Circulate to relevant stakeholders and negotiate any variations
- 3 Implement document control strategy
 - 3.1 Develop a document control strategy and procedures, including arrangements for ongoing review of strategy
 - 3.2 Establish mechanisms to check documents conform to the control strategy
 - 3.3 Arrange for appropriate staff development
 - 3.4 Monitor implementation of document control strategy
 - 3.5 Make improvements to the documentation control strategy, as appropriate

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- leading and motivating a working group
- analysing scope and purpose of an organisation and matching to document control needs
- preparing briefings and arranging training for employees in document control strategy
- determining file management strategy for files from relevant computer applications which may include:
 - word processing
 - spreadsheets
 - databases
 - drawing and drawing linked applications e.g. computer aided drafting (CAD)/computer aided manufacturing (CAM)
- researching style manuals and other style reference materials for possible application to organisation style templates and guidelines
- using oral and written communication to convey broad and specialised information in a variety of media and formats

Required knowledge

Required knowledge includes:

- needs of the organisation and its' individuals
- word processing, spreadsheet and other software capable of producing files and documentation
- types of documentation used in organisations
- version and distribution control systems
- archiving systems
- document destruction systems
- legislative and regulatory requirements associated with documentation relevant to the organisation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of their ability to:</p> <ul style="list-style-type: none"> • identify and establish organisation goals and requirements for document control • access and use relevant external standards, requirements and conventions to determine implications for document control strategy • produce document control guidelines and procedures and verify for accuracy and suitability for application across organisation.
Context of and specific resources for assessment	<p>Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices.</p> <p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the assessee • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies.
Method of assessment	<p>A holistic approach should be taken to the assessment.</p> <p>Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning • reports from supervisors, peers and colleagues (third-party reports) • portfolio of evidence. <p>In all cases it is expected that practical assessment will</p>

	<p>be combined with targeted questioning to assess underpinning knowledge.</p> <p>Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.</p>
Guidance information for assessment	<p>Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.</p>

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Competitive systems and practices	<p>Competitive systems and practices may include, but are not limited to:</p> <ul style="list-style-type: none"> • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems • 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
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	<ul style="list-style-type: none"> • process mapping • problem solving • run charts • standard procedures • current reality tree <p>Competitive systems and practices should be interpreted so as to take into account:</p> <ul style="list-style-type: none"> • the stage of implementation of competitive systems and practices • the size of the enterprise • the work organisation, culture, regulatory environment and the industry sector
Documents	<p>Documents may be:</p> <ul style="list-style-type: none"> • hard copies of documentation, such as correspondence, procedures, contracts, agreements, specifications, production and other records, manuals and other reference materials • computer files, including word processed files and spreadsheets • technical drawings both hard copy or CAD files
Document control strategy	<p>The document control strategy should include procedures for:</p> <ul style="list-style-type: none"> • authoring control • version control • access and distribution • review and revision • storage and archiving • access and security • approval for and means of destruction
Archiving of documentation	<p>Archiving of documentation:</p> <ul style="list-style-type: none"> • may be required to comply with legislative or regulatory requirements, and/or with organisational policy • should include an indexing system that specifies the period for which the document is to be retained • should comply with relevant requirements regarding physical storage and security
Distribution control	<p>Distribution control may consist of:</p> <ul style="list-style-type: none"> • a listing of recipients of each type of document and, where required, a document tracking system

<ul style="list-style-type: none">• External standards, requirements and conventions	External standards, requirements and conventions may include: <ul style="list-style-type: none">• ISO900 requirements• AGPS Style manual• engineering and other technical standards• drawing standards• organisational style/marketing guides• documentation requirements of suppliers, customers and regulatory agencies
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Unit Sector(s)

Unit sector

Competitive systems and practices

Custom Content Section

Not applicable.