Australian Government

PMAOPS450 Solve colour problems

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to PMAOPS450B Solve colour problems

Application

This unit of competency covers the skills and knowledge required to solve colour problems identified by internal and/or external customers. It applies to any colour problem, examples include:

- batches during manufacture do not conform to colour specification
- colour as supplied to customer does not conform
- colour as applied to substrate does not conform
- colour variation within the product
- colour was initially satisfactory but has changed over time.

This unit of competency applies to senior technicians or those in similar roles who are required to apply in-depth knowledge of process and plant in order to gather and analyse data, determine the cause of the problem and recommend a solution to the problem.

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

Pre-requisite Unit

Nil

Competency Field

Operations

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 **Assist customer to articulate problem**	1.1 Clarify customer perception of problem
	1.2 Assess opportunities for a targeted response to meet customer needs

		1.3	Identify the rights and responsibilities of the customer and effectively communicate these to the customer
		1.4	Clarify the history of the problem
		1.5	Define problem and complete records
2	**Analyse possible problem causes**	2.1	Examine the colour of the object/surface
		2.2	Compare colour to standard to determine if colour faulty
		2.3	Determine potential causes if colour faulty
		2.4	Analyse history of problem for potential causes
		2.5	Question customer to clarify issues revealed by examination
		2.6	Take samples and arrange for tests as appropriate
		2.7	Determine range of possible causes consistent with data available
		2.8	Determine most likely cause of defined and observed problem
3	**Satisfy customer needs**	3.1	Determine appropriate strategies and activities to resolve problem
		3.2	Negotiate proposed solution with customers and other relevant parties
		3.3	Identify potential areas of difficulty in customer service delivery and take actions to address them
		3.4	Follow items initiated through until final resolution has occurred
		3.5	Meet customer needs within the scope of area of responsibility
		3.6	Report problems outside area of responsibility to designated person
		3.7	Follow procedures where a decision is made to terminate a service

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3.8 Complete reports to procedure

Foundation Skills

This section describes those language, literacy, numeracy and employment skills 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.

Regulatory framework	The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:
	• legislative requirements, including work health and safety (WHS)
	• industry codes of practice and guidelines
	• environmental regulations and guidelines
	• Australian and other standards
	• licence and certification requirements
	All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.
Routine problems	Routine problems are predictable problems with known solutions and include one or more of the following:
	• wrong colourant
	• wrong colourant amount
	• incorrect processing/mixing/dispersing
	• incorrect substrate preparation (e.g. of painted/printed surface)
	• incorrect application (e.g. of paint/ink)
	• incorrect colour measurement and testing
	• defect standard
	• process changes and variations

Non-routine problems

Non-routine problems are unexpected problems, or variations of previous problems and must be resolved by applying operational knowledge to develop new solutions, either individually or in collaboration with relevant experts, to:

- determine problems needing action
- determine possible fault causes
- develop solutions to problems which do not have a known solution
- follow through items initiated until final resolution has occurred
- report problems outside area of responsibility to designated person

Operational knowledge includes one or more of the following:

- procedures
- training
- technical information, such as journals and engineering specifications
- remembered experience
- relevant knowledge obtained from appropriate people

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Product

Product includes anything produced by a process step and so includes:

- intermediate products, such as the product from one process step, which then becomes the feed for another

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875

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