



Australian Government

PPMPRS320 Solve systemic problems in the workplace

Release: 1

PPMPRS320 Solve systemic problems in the workplace

Modification History

Release	Comment
1	Replaces equivalent unit FPPPRS320A Solve systemic problems in the workplace, which was first released with FPP10 Pulp and Paper Manufacturing Industry Training Package Version 1.0. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to identify, assess and solve systemic problems in the workplace, in the pulp and paper industry.

The unit applies to operators and production technicians who determine and implement a plan to solve systemic problems in the workplace, in a pulp and paper manufacturing facility.

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

Pre-requisite Unit

Nil

Unit Sector

Pulp and Paper Manufacturing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify and describe the problem	1.1. Identify and describe the problem within documentation and procedures, work health and safety (WHS) procedures, environmental procedures, standard operating procedures (SOP), and housekeeping requirements.

ELEMENTS	PERFORMANCE CRITERIA
	1.2. Gather information to define the type and extent of the problem. 1.3. Gather information on the effect of the problem on quality or productivity or operations.
2. Assess the situation and determine actions	2.1. Take immediate action if safety, quality or productivity are compromised. 2.2. Notify personnel, as required. 2.3. Refer problem to appropriate work group or department. 2.4. Assess and select the most appropriate problem solving methodologies.
3. Conduct analysis	3.1. Assemble team for analysis, if required. 3.2. Use selected problem solving methodology. 3.3. Determine possible solutions. 3.4. Conduct quick fixes, if required. 3.5. Determine favoured solutions.
4. Determine action plan	4.1. Develop an action plan considering contingencies. 4.2. Document the action plan according to SOP. 4.3. Communicate the action plan to personnel. 4.4. Gain approval for the action plan from appropriate personnel.
5. Implement plan	5.1. Identify and organise resources to implement the action plan and consider relevant WHS procedures, environmental procedures, SOP, and housekeeping requirements. 5.2. Schedule plan and communicate to team and other personnel. 5.3. Assist team members, where required. 5.4. Implement the planned changes, to solve the problem, through process adjustments, reporting to an appropriate person or rectifying the problem.
6. Monitor and evaluate the solution	6.1. Monitor changes. 6.2. Evaluate the effectiveness of the solution. 6.3. Implement contingency planning, if required.
7. Document and report changes	7.1. Finalise and complete report using the required documentation. 7.2. Report the outcome of the solution. 7.3. Communicate the outcome of the solution to team and appropriate

ELEMENTS	PERFORMANCE CRITERIA
	personnel.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.	
Numeracy skills to:	<ul style="list-style-type: none"> undertake calculations to aid testing and sampling for the identification of product or process problems.
Reading skills to:	<ul style="list-style-type: none"> read and interpret required documentation, procedures and reports relevant to solving problems.
Writing skills to:	<ul style="list-style-type: none"> write clear and detailed reports, using correct technical language, about solving problems.
Problem solving skills to:	<ul style="list-style-type: none"> maintain situational awareness in the work area analyse and use sensory information to adjust process to maintain and co-ordinate safety, quality and output.
Technology skills to:	<ul style="list-style-type: none"> access, navigate and enter computer-based information use electronic and other systems to control equipment and processes as required.

Range of Conditions

Not Applicable

Unit Mapping Information

FPPPRS320A Solve systemic problems in the workplace

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingPackages.aspx/Pages/Home.aspx>