PPMPRS401 Solve systemic problems

Release: 1

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Modification History

Release	Comments
Release 1	This version released with PPM Pulp and Paper Manufacturing Training Package Version 3.0.

Application

This unit of competency describes the outcomes required to use structured problem-solving strategies to resolve systemic problems.

The unit applies to production technicians or team leaders who are required to identify improvements and solve systemic problems associated with plant and equipment, product quality and processes that occur in a pulp and/or paper manufacturing facility.

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

Pre-requisite Unit

Nil

Unit Sector

Problem Solving (PRS)

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. Identify and scope the problem	1.1 Identify variances from desired operating parameters and quality specifications
	1.2 Define type and extent of problem through observation and investigation
	1.3 Identify effect of problem on productivity, operations, quality and regulatory requirements
2. Assess situation and	2.1 Assess risk and take immediate action if safety, quality or

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Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
determine actions	productivity are compromised 2.2 Identify and notify team members and other personnel involved 2.3 Consult or refer problem to relevant work group or department 2.4 Assess and determine problem-solving methodologies appropriate to the problem and situation
3. Conduct analysis	3.1 Collect and analyse information to determine problem-solving actions 3.2 Consult team members and apply their contribution to problem-solving actions 3.3 Identify and compare a range of courses of actions to solve problem based on priorities, benefits, cost efficiency and other identified factors 3.4 Determine interim fixes as required 3.5 Determine best course of action based on analysis outcomes
4. Determine action plan	4.1 Develop the action plan based on analysis of problem scope and identified course of action 4.2 Identify, define and sequence action activities 4.3 Estimate activity duration, costs and resources 4.4 Identify and formulate contingencies based on a risk assessment 4.5 Document and seek approval for the plan from relevant personnel
5. Implement and monitor plan	5.1 Develop implementation plans that identify resource needs, schedules and performance measures 5.2 Communicate implementation tasks and responsibilities, workplace health and safety and environmental requirements and operating procedures to team members and relevant personnel 5.3 Provide training or assist personnel to meet their responsibilities 5.4 Monitor implementation and record completion of activities and progress towards milestones
6. Evaluate and communicate the solution	6.1 Evaluate rectified system, product or process to determine effectiveness of solution 6.2 Evaluate problem-solving process and identify any issues and opportunities for continuous improvement 6.3 Complete report outlining the problem-solving process, solution

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Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	outcomes and recommendations for future improvements 6.4 Communicate solution outcome and improvement strategies to team and relevant personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Interpret and analyse sometimes complex information from research documentation and reports
Writing	• Develop clear, detailed and logically structured plans and reports
Oral communication	• Use questioning and listening to identify problem scope and required action • Participate in verbal exchanges to report clear and concise information to a range of personnel
Numeracy	• Calculate required resources, costs and timelines for a period of time

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
PPMPRS401 Solve systemic problems	PPMPRS320 Solve systemic problems in the workplace	Changes to unit title, elements, performance criteria, foundation skills, performance evidence and knowledge evidence Assessment conditions updated	Not equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=12998f8d-d0ac-40bc-a69e-72a600d4fd93