



Australian Government

PSPMGT010 Review and improve business performance

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPMNGT612A Review and improve business performance.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to review and improve business performance using a range of methods. It includes undertaking management audits, reviewing governance arrangements and benchmarking organisational performance.

This unit applies to those working in continuous improvement of business performance.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously, performing complex tasks in a range of familiar contexts.

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

Competency Field

Management

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 section.
1. Undertake management audit	<p>1.1 Determine scope and objectives of the management audit in consultation with key stakeholders.</p> <p>1.2 Determine methodology, instruments, and baseline data.</p> <p>1.3 Arrange expert advice and assistance as required.</p> <p>1.4 Gather, collate and circulate management data to stakeholders for comment.</p> <p>1.5 Analyse results, identify strengths and formulate recommendations to improve management performance.</p> <p>1.6 Prepare and present a management audit report.</p>
2. Review governance arrangements	<p>2.1 Identify legislation, policies, standards and guidelines impacting on public sector governance and extract key requirements.</p> <p>2.2 Analyse the organisation's governance framework to identify parameters and compare them to legislative and organisational requirements.</p> <p>2.3 Analyse data to evaluate the organisation's deployment of its governance framework.</p> <p>2.4 Analyse previous reviews, audits or self-assessments to see how the organisation has measured and analyse the effectiveness of the governance framework and how the organisation has learnt from the experience.</p> <p>2.5 Determine the effectiveness and compliance of the framework identify shortcomings and formulate for continuous improvement.</p> <p>2.6 Discuss recommendations with management and staff, incorporate feedback and prepare and present a report.</p>
3. Benchmark organisational performance	<p>3.1 Design a benchmarking model in accordance with the organisation's core business, functions and desired objectives.</p> <p>3.2 Conduct research to establish benchmarks for the measurement of organisational performance in key result areas determined by the organisation.</p> <p>3.3 Establish a process and manage the benchmarking exercise.</p> <p>3.4 Consult with staff in the areas to be benchmarked, to gather information and provide support to ensure outcomes are valid, reliable and useful for improving performance.</p> <p>3.5 Gather and analyse data against benchmarks, and discuss and present results.</p> <p>3.6 Write report to meet audience needs and include recommendations for improvement and an implementation model.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPMNGT612A Review and improve business performance.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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