



Australian Government

RIIMEX605D Establish, implement and maintain operational management plans

Release: 2

RIIMEX605D Establish, implement and maintain operational management plans

Modification History

Release	Comment
1	This unit replaces RIIMEX605A Establish, implement and maintain operational management plans
2	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to establish, implement and maintain operational management plans in the Resources and Infrastructure Industries.

This unit is appropriate for those working in management or technical specialist roles.

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

Elements and Performance Criteria

1. Plan and prepare for establishing, implementing and maintaining operational management plans	1.1 Access, interpret and apply operational management plan documentation and ensure the work activity is compliant 1.2 Obtain, read, interpret, clarify and confirm work requirements 1.3 Identify and address potential risks, hazards and environmental issues and implement control measures 1.4 Select and wear personal protective equipment appropriate for work activities 1.5 Identify internal and external customers and establish their requirements
2. Identify and measure satisfaction levels of internal/external customers	2.1 Identify and analyse formal and informal methods of measuring customer satisfaction 2.2 Develop strategies and plans to measure customer satisfaction levels 2.3 Communicate feedback from customers to work areas

	2.4 Monitor trends in customer satisfaction levels and seek opportunities for improvement
3. Measure current operational processes for quality and efficiency	<p>3.1 Identify the key performance indicators (KPIs) influencing quality and efficiency of specified processes</p> <p>3.2 Identify and analyse parameters of desired performance</p> <p>3.3 Use information on current practices and performance to identify opportunities for improvements in quality and productivity</p> <p>3.4 Communicate recommendations for improvement plans to be developed</p>
4. Interpret strategic goals to determine operational implications	<p>4.1 Identify, interpret and confirm the organisation's current strategic goals</p> <p>4.2 Interpret strategic plans to identify implications for the work site</p> <p>4.3 Undertake risk analysis of strategic plans to establish implications for the work site</p> <p>4.4 Undertake consultation to ensure that a full understanding of the organisation's strategic goals</p> <p>4.5 Ensure that the strategic role of the site operations within the total business system is communicated to relevant personnel</p>
5. Develop operational plans to enable the achievement and improvement of strategic goals	<p>5.1 Analyse operations to identify improvements required</p> <p>5.2 Establish communication procedures and systems to report progress and any issues occurring with the implementation of operational plans</p> <p>5.3 Investigate, establish and implement action plans detailing site goals, resource requirements, priorities and timelines</p> <p>5.4 When anticipated improvements are unachievable, analyse the causes and make appropriate adjustments</p> <p>5.5 Review and use the outcomes of improvements for further learning and continuous improvement</p>

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIIMEX605A Establish, implement and maintain operational management plans

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>