



Australian Government

AMPMGT608 Benchmark to manage and improve workplace performance

Release: 1

AMPMGT608 Benchmark to manage and improve workplace performance

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to conduct benchmarking exercises through the identification of appropriate benchmarks. It also describes the skills required to use benchmarking to focus workplace operations and improve performance. In the meat industry, benchmarking is a tool for informing, measuring and developing a workplace's performance.

This unit is suitable for all managers working in a meat industry context, and supports them in fulfilling their responsibility to measure, evaluate and improve workplace performance. This unit is applicable to engineers, refrigeration/chiller managers, production and operations managers, feedlot managers, and workplace health and safety, environment, quality, human resources, finance, livestock, and logistics managers.

At this level, individuals exercise considerable responsibility and accountability within workplace structures and are required to make primary contributions to the values, goals and operations of the workplace. They will typically have responsibility for establishing and reviewing systems for their site or department. They may work with the assistance of external experts to develop plans and strategies.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Management (MGT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the need for benchmarking	1.1 Identify benchmarking as a tool for achieving strategic goals in workplace planning processes 1.2 Analyse customer requirements, perceptions and satisfaction data to identify the need for improvement 1.3 Analyse competitors' products or processes to identify the need for improvement 1.4 Analyse company processes to determine potential improvements to efficiency 1.5 Analyse regulatory requirements to identify the need for improvement
2. Prepare for benchmarking	2.1 Determine scope and parameters of the benchmarking exercise according to workplace priorities and plans 2.2 Estimate benchmarking resource requirements and include in budgets and operational plans 2.3 Plan benchmarking strategies around realistic timeframes and workplace planning cycles 2.4 Identify and plan software, communication and mathematical requirements 2.5 Develop benchmarking goals in consultation with stakeholders 2.6 Select benchmarking teams according to agreed criteria 2.7 Confirm team roles and responsibilities, and deliver training accordingly 2.8 Schedule and document benchmarking activities following consultation with stakeholders 2.9 Establish and agree criteria for internal and external benchmarking with benchmarking team 2.10 Identify internal and external benchmarking partners or sources, according to the scope, parameters and goals of the benchmarking exercise 2.11 Develop cooperative and open relationships with benchmark partners
3. Undertake benchmarking activity	3.1 Identify and negotiate logistical requirements and impacts of the benchmarking exercise with stakeholders

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	3.2 Develop statistical analysis and measurement frameworks 3.3 Develop and agree problem-solving processes 3.4 Analyse and document own workplace or department functions, processes and operations according to agreed criteria 3.5 Analyse and document benchmarking partners functions, processes, operations and performance outcomes 3.6 Compare performance to identify compatibility of measurement data, commonalities, trends, differences and gaps 3.7 Communicate comparisons or benchmarking reports to benchmarking partners according to agreement 3.8 Develop strategies for change from analysing and evaluating divergences and gaps
4. Capitalise on benchmarking outcomes	4.1 Identify opportunities for using benchmarking and benchmarking data in continuous improvement processes 4.2 Build customer consultation and feedback into continuous improvement processes 4.3 Support workplace personnel during the change process 4.4 Measure and report improvements resulting from benchmarking processes to stakeholders 4.5 Use benchmarking information to develop the workplace's competitive advantage and market profile

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
Oral communication	- Interact effectively with team members and management - Present information to a group
Numeracy	- Carry out calculations related to budgeting and return on investment (ROI) - Use software programs to model outcomes

Skill	Description
	Recognise trends in graphs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPMGT608 Benchmark to manage and improve workplace performance	AMPMGT601 Benchmark to manage and improve enterprise performance	Title updated Foundation Skills added Minor changes to unit Application, Performance Evidence and Assessment Conditions for clarity	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT608 Benchmark to manage and improve workplace performance

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has managed or facilitated a benchmarking process and related improvement activities for at least one processing plant, including:

- determined criteria identifying appropriate benchmarking partners and maintaining positive partner relationships, according to workplace goals and directions
- accessed industry and workplace benchmarking data
- analysed and interpreted a range of complex qualitative and quantitative data relating to workplace operations and benchmarking activities
- identified workplace goals and directions, and explained the role of benchmarking in achieving workplace goals
- developed and maintained positive relationships with benchmarking partners
- worked effectively as an individual and as a member of a team
- used effective communication, negotiation and leadership skills in a range of benchmarking interactions, including with benchmarking teams, benchmarking partners and internal stakeholders
- used problem-solving skills in a range of situations
- used information and communications technology, including performance management, project management, statistical and modelling software
- prepared a strategy for gathering and analysing customer feedback
- developed a financial model for measuring return on investment (ROI) for benchmarking processes
- developed and implemented a communication and marketing strategy to inform stakeholders (including senior management, personnel at all levels of the organisation, and customers) of benchmarking goals, progress and outcomes
- prepared benchmarking action plans that specify resource requirements, methodologies, milestones, communication strategies and timelines, including mechanisms for linking with workplace planning cycles and continuous improvement strategies

- developed and implemented strategies for the resolution of logistical, resource, cultural, ethical and political issues raised during the benchmarking process, including scheduling team member release and involvement, supporting individuals through change, managing group dynamics, handling confidentiality and commercially sensitive information, and dealing with diversity
- developed performance indicators for the workplace, function, department or process being benchmarked
- implemented the findings of the benchmarking exercise, including interpreting benchmarking results, identifying areas for improvements, and building findings into targets and planning.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the role of performance indicators in benchmarking
- the difference between performance and process benchmarking
- relevant workplace health and safety, environmental, animal welfare and biosecurity, workplace and regulatory requirements
- the critical factors required for successful and effective benchmarking processes and outcomes, and the implications of workplace benchmarking activities
- principles of calculating ROI.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a meat industry workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - access to appropriate technology for benchmarking activities
- specifications:
 - access to workplace documents such as policies, procedures, processes, forms
 - access to specific legislation and codes of practice relevant to workplace operations.

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

