



Australian Government

Department of Education, Employment and Workplace Relations

FDFPPL4004A Optimise a work process

Revision Number: 1

FDFPPL4004A Optimise a work process

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to assess, investigate and make recommendations to optimise the performance of a work process, system or area.
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Application of the Unit

Application of the unit	This unit typically applies to people responsible for facilitation of consultation and performance improvement processes.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		
	FDFPPL3001A	Participate in improvement processes

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify work process scope	1.1. The scope and flow of the work process is identified 1.2. Work process information is identified and collected
2. Assess work process performance	2.1. Work process performance is assessed against plan and benchmark information 2.2. Variations in work process performance are identified and investigated 2.3. Opportunities for improvement are identified
3. Develop a plan to optimise process performance	3.1. Recommendations for improvements are developed and reported in the appropriate format 3.2. An implementation plan is developed and presented in the appropriate format
4. Implement, monitor and evaluate process improvement	4.1. Workplace documentation is reviewed to reflect process improvement 4.2. Changes to roles and responsibilities of workplace personnel involved in implementing the optimisation plan are identified and communicated 4.3. Resources to support implementation are identified, negotiated and secured 4.4. Process changes are implemented and monitored 4.5. Continuous improvement procedures are applied to evaluate and refine process optimisation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- define the purpose and scope of the work process and develop a process map/workflow diagram, including information on the steps in the process under examination and the interaction of the process with related customers and suppliers
- identify steps in the process or conditions that result in workflow blockages or sub-optimal performance (this is typically undertaken in consultation with process operators)
- use workplace data to develop/confirm process performance information, such as historical information on process and equipment performance (where processes are seasonal, it should include reference to similar points in the cycle for comparative purposes)
- identify criteria against which to assess process performance, such as performance plans/targets, equipment operating capacity, process capability and relevant benchmark information as appropriate/available
- assess process performance information against agreed criteria
- identify sub-optimal performance events and/or patterns and investigate causes, such as facilitation of an investigation team
- identify opportunities to remove or minimise causes of sub-optimal process performance
- evaluate opportunities and assess related costs/benefits for each option
- recommend preferred options and report recommendations in the required workplace format
- develop an implementation plan, including identifying resource requirements, personnel affected and appropriate communication strategy, revised/new workplace documentation and evaluation/review process
- negotiate and secure resources to support implementation
- communicate proposals/implementation plan, invite feedback and take feedback into account
- follow continuous process procedures and monitor and review changes against improvement criteria
- trial changes prior to full implementation
- arrange training/development opportunities
- use communication skills to interpret and complete work information to support operations of work team or area, facilitate consultation processes and report, record and present information in the required formats
- demonstrate and support cooperative work practices within a culturally diverse workforce

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge*****Knowledge of:***

- process/workflow mapping purpose and techniques
- characteristics of the work process, including typical factors that affect process performance, such as:
 - fluctuations in demand/throughput
 - quality of raw material/ingredient inputs
 - human resources availability/competencies
 - equipment configuration, capacity and performance
 - process capability
 - changeover times
 - cost of services
- criteria against which to assess performance, such as key performance indicators (KPIs), production plans/schedules, budgets and relevant benchmark information
- technical knowledge to identify and assess current performance and identify improvement opportunities and proposals
- process improvement tools and techniques
- related workplace documentation and systems
- relevant personnel and departments to be consulted/notified of optimisation implementation plan
- recording systems and requirements

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- establish parameters of work process
- analyse performance measures and identify opportunities for improvement
- develop plan to optimise work process
- appropriately engage other personnel in plan implementation
- monitor implementation and analyse outcomes
- engage continuous improvement processes to sustain and improve outcomes.

Context of and specific resources for assessment

Assessment must occur in a real or simulated workplace where the assessee has access to:

- information storage and retrieval systems
- relevant workplace records and benchmarking information
- opportunities to interact with others using typical workplace communication processes
- workplace systems and procedures for consultation, feedback and continuous improvement.

Method of assessment

This unit should be assessed together with core units and other units of competence relevant to the function or work role. In addition, the following optional or ancillary units may be relevant:

- FDFPPL3004A Lead work teams and groups
- BSBRES4001 Analyse and present research information.

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where

EVIDENCE GUIDE

possible, over a number of assessment activities.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Policies and procedures

Changes introduced through process optimisation are consistent with company policies and procedures, regulatory and licensing requirements, legislative requirements, workplace environmental guidelines, and industrial awards and agreements and takes account of occupational health and safety (OHS) and environmental impact of scheduling arrangements

Work process information

Work process information includes but is not limited to:

- historical data on performance of process and equipment
- costs
- raw materials/ingredient grades and suppliers
- packaging components/consumables type and suppliers
- energy efficiency
- labour efficiency
- resource/service costs
- throughput times
- changeover times

Options for process optimisation

Options for process optimisation may include but are not limited to:

- removing unnecessary process steps
- improving communication
- changing raw materials/ingredients and/or packaging components/consumables grades/types
- changing work practices and/or equipment
- changing labour allocation/skill composition

Unit Sector(s)

Unit sector	People management/planning/logistics
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		