



Australian Government

ICPSUP488 Ensure process improvements are sustained

Release: 1

ICPSUP488 Ensure process improvements are sustained

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to ensure gains made by using improved methods, processes and equipment are sustained as the new standard for the team's area of work, and so prevent regression to former practices or digression to less efficient practices.

It applies to individuals who work in an environment where continuous improvement in a manufacturing enterprise is being undertaken.

Improvement initiatives can be made by any number of methods and by teams or individuals. The unit assumes that desired levels of performance or quality are known to the team leader.

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

Unit Sector

Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Ensure corrective actions are implemented	1.1 Liaise with relevant people 1.2 Negotiate solutions to allow implementation 1.3 Ensure the supply of resources (equipment, modifications, consumables, people) 1.4 Ensure workforce has relevant competency levels 1.5 Monitor implementation of corrective action 1.6 Make required adjustments

ELEMENT	PERFORMANCE CRITERIA
2. Analyse physical effort requirements of job	2.1 Ensure procedures reflect improvements 2.2 Ensure training and assessment systems reflect improvements 2.3 Liaise with relevant people to ensure their support for the new modified system(s)
3. Determine time/effort components of physical effort	3.1 Determine an appropriate audit period/cycle 3.2 Agree on relevant measures/indicators for the improvement 3.3 Measure performance at agreed time(s), using agreed measures 3.4 Investigate the cause(s) of underperformance 3.5 Take appropriate corrective action to improve performance 3.6 Re-audit the improvement on an agreed basis

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1, 2.2, 3.1	Interprets workplace documents related to outcomes of the job
Writing	2.1, 2.2, 3.3, 3.6	Uses clear, specific and industry related terminology to complete and update workplace documentation
Oral Communication	1.1, 1.2, 2.3, 3.2	- Provides clear explanations using language appropriate to audience and environment - Participates in a verbal exchange of ideas and solutions
Numeracy	1.3, 3.1-3.3	- Performs calculations required to ensure adequate resource levels - Uses mathematical processes to develop and measure performance
Interact with others	1.1, 1.2, 2.3, 3.2	Uses collaborative techniques to engage personnel in consultations and negotiations to reach agreeable outcomes
Get the work done	1.2-1.6, 2.2, 3.1, 3.3-3.6	- Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals - Uses systematic, analytical processes to solve

		problems; setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Recognises and anticipates an increasing range of familiar problems, their symptoms and causes, actively looking for early warning signs and implementing contingency plans • Reviews decisions to identify whether goals were met
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPSUP488 Ensure process improvements are sustained	ICPSU488C Ensure process improvements are sustained	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>

Assessment Requirements for ICPSUP488 Ensure process improvements are sustained

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Performance Evidence

Evidence of the ability to:

- identify a process improvement (either from multiple small changes, or from one large change implemented over a period of several months) and:
 - describe the overall process relative to improvements being made
 - arrange all resources required for implementation
 - modify or develop procedures and training systems needed to support successful implementation
 - develop performance measurement tools and use these to measure performance after an agreed period of time
 - investigate causes of underperformance and implement action to improve performance
- document how the process has resulted in sustained improvements in the workplace.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain ways that improvements can be made
- explain the role of procedures and training in improving processes
- identify appropriate methods of measuring performance
- explain how business performance goals are relevant in determining best measures of improved performance.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to:

- an environment in which a process improvement can be implemented and reviewed
- relevant documents, including records and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

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