



Australian Government

ICPSUP684 Determine and improve process capability

Release: 1

ICPSUP684 Determine and improve process capability

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 process capability; which is a statistical concept that allows a practitioner to assess required performance against actual (as distinct from design) capability of the process. Process capability is typically calculated using standard deviations.

It applies to individuals working as managers, or in a technical expert support role, who are responsible for developing plans to improve process capability and, following agreement, implementation of the plans to improve process capability.

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. Obtain data for process capability study	1.1 Identify the process requiring capability analysis 1.2 Obtain process capability data
2. Analyse data	2.1 Identify causes of systematic variation in liaison with relevant personnel 2.2 Develop solutions to eliminate/minimise systematic variation in liaison with relevant people
3. Take action to improve process capability	3.1 Develop plans to implement solutions 3.2 Liaise with relevant people to implement solutions

ELEMENT	PERFORMANCE CRITERIA
	3.3 Gain necessary approvals as required 3.4 Monitor implementation and make adjustments as required 3.5 Determine new/revised process capability 3.6 Implement revised process capability regime

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	1.1, 1.2, 3.4	Recognises text within job specifications and work processes related to outcomes of the job
Writing	2.2, 3.1, 3.4	Uses clear, specific and industry related terminology to complete and update workplace documentation
Oral Communication	2.1, 2.2, 3.2	- Participates in a verbal exchange of ideas and solutions - Uses questioning and active listening to identify issues or clarify understanding
Interact with others	2.1, 2.2, 3.2, 3.3	- Collaborates with others to achieve joint outcomes playing an active role in facilitating agreement - Uses appropriate communication protocols to gain approvals from relevant personnel
Get the work done	1.1, 1.2, 2.2, 3.1, 3.4-3.6	- Develop and implements plans to gather and analyse data required to improve processes - Identifies causes of problems and develops solutions in conjunction with relevant personnel - Systematically evaluates effectiveness of systems and processes to inform decisions on how to implement improvements - Evaluates outcomes of decisions to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPSUP684 Determine and improve process capability	ICPSU684C Determine and improve process capability	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 ICPSUP684 Determine and improve process capability

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Performance Evidence

Evidence of the ability to:

- implement and review either ONE complex process capability system or SEVERAL smaller systems and make process improvements using process capability as a tool for monitoring and improvement or a suitable project
- provide a portfolio of evidence to show that the implementation and review has included process capability studies, the improvement to process capability, and how the improvements were implemented.

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

Knowledge Evidence

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

- outline data collection and processing methods and techniques
- describe concepts of variability and normal distribution
- describe three sigma or six sigma processes
- explain how to recognise assignable causes (random and non-random results)
- outline causes of random variation
- identify causes of different types of non-random results
- understand process capability sufficiently to translate data into variations in the process and determine methods of controlling them.

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 organisation using process capability.

Assessors must satisfy NVR/AQTF assessor requirements.

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