



Australian Government

MEM15003 Use improvement processes in team activities

Release: 1

MEM15003 Use improvement processes in team activities

Modification History

Release 1. Supersedes and is equivalent to MEM15003B Use improvement processes in team activities

Application

This unit of competency defines the skills and knowledge required to identify improvements and/or solve problems, implement/monitor the employment of an improvement strategy and evaluate the improvement. It applies to quality circle participation using problem-solving techniques.

Where interpretation of technical drawings is required unit MEM09002 Interpret technical drawing should also be selected.

Where the selection and use of manual handling is required unit MEM11011 Undertake manual handling should also be selected.

Where the selection and use of engineering measurement is required unit MEM12023 Perform engineering measurements should also be selected.

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

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Quality

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
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1	Determine job	1.1	Follow standard operating procedures (SOPs)
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Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

	requirements	1.2	Comply with work health and safety (WHS) requirements at all times
		1.3	Identify job requirements from specifications, job sheets or work instructions
2	Identify areas for improvement and/or solve problems	2.1	Use teamwork to select improvement tools and methods appropriate to the situation
		2.2	Use teamwork to process improvement tools to identify improvements and/or solve problems
3	Implement and monitor improvement strategy	3.1	Use teamwork to implement improvement strategies in accordance with SOPs, as required
		3.2	Recommend further action in conjunction with work team, as required
		3.3	Monitor performance for change, utilising feedback data
4	Evaluate improvement	4.1	Use analytical tools to evaluate improvement, as required
		4.2	Recommend further action in conjunction with work team using SOPs, as required

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

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Improvement tools and methods include one (1) or more of the following:

- flow charts
- cause and effect diagrams
- Pareto charts
- histograms
- run charts and graphs
- control charts
- scattergrams

Improvement strategies include one (1) or more of the following:

- Plan, Do, Check, Act (PDCA) procedures
- Six Sigma techniques
- root cause analysis

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>

Assessment Requirements for MEM15003 Use improvement processes in team activities

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying and interpreting specifications, charts, lists and other applicable reference documents
- participating and communicating in a team setting and identifying improvements and/or solving problems using improvement tools and methods
- implementing improvement strategies
- recommending further action, as required
- completing all reports in accordance with SOPs.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices
- roles and functions of self and team members
- team discussion and problem-solving processes
- improvement tools and methods and their application
- procedures for using process improvement tools in the team environment
- improvement strategies
- procedures for implementing the improvement strategies
- individual's role in implementing improvement strategies
- procedures for initiating further action
- procedures for collecting and collating improvement feedback data
- analytical tools and processes to evaluate the improvement.

Assessment Conditions

- Assessors must:

- have vocational competency in using improvement processes in team activities at least to the level being assessed with relevant industry knowledge and experience
- satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

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