



Australian Government

Department of Education, Employment and Workplace Relations

MEM15003B Use improvement processes in team activities

Release: 1

MEM15003B Use improvement processes in team activities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers identifying improvements and/or solving problems, implementing/monitoring the implementation of an improvement strategy, and evaluating the improvement.
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Application of the Unit

Application of the unit	This unit applies to quality circle participation using problem solving techniques including flow charts, cause and effect diagrams, Pareto charts, histograms, run charts and graphs, control charts, scattergrams etc. as required. Band: A Unit Weight: 4
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM16007A	Work with others in a manufacturing, engineering or related environment

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 areas for improvement and/or solve problems	1.1. Participation in team is used to select improvement tools and methods appropriate to the situation. 1.2. Teamwork is used to process improvement tools to identify improvements and/or solve problems.
2. Implement improvement strategy	2.1. Teamwork is used to implement improvement strategies as required in accordance with standard operating procedures. 2.2. In conjunction with work team, further action is recommended as required using standard operating procedures.
3. Monitor implementation of improvement	3.1. Performance is monitored for change, utilising feedback data.
4. Evaluate improvement	4.1. Analytical tools are used to evaluate improvement as required. 4.2. In conjunction with work team, further action is recommended where required using standard operating procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Look for evidence that confirms skills in:

- participating and communicating in a team setting
- identifying improvements and/or solving problems in a team setting
- implementing improvement strategies in a team setting
- recommending further action in accordance with standard operating procedures
- collecting and collating feedback data
- evaluating the improvement strategy implemented
- reading, interpreting information on written job instructions, specifications, charts, lists, drawings and other applicable reference documents
- planning and sequencing tasks
- checking and clarifying information

REQUIRED SKILLS AND KNOWLEDGE

- entering information onto workplace documents
- following verbal instructions
- orally reporting routine information

Required knowledge

Look for evidence that confirms knowledge of:

- 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
- the individual's role in implementing improvement strategies
- procedures for initiating further action
- the procedures for collecting and collating improvement feedback data
- the analytical tools and processes to evaluate the improvement strategy
- safe workplace practices

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

A person who demonstrates competency in this unit must be able to use improvement processes in a team environment. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

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

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, i.e. the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with using improvement processes in team activities or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning should not require language, literacy and numeracy skills beyond those required in this unit of. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Guidance information for

EVIDENCE GUIDE**assessment****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.

Improvement tools and methods	Flow charts, cause and effect diagrams, Pareto charts, histograms, run charts and graphs, control charts, scattergrams etc.
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Improvement strategies	PDCA (Plan, Do, Check, Act) procedures, Six Sigma techniques, Root Cause Analysis, etc.
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Unit Sector(s)**Unit sector****Co-requisite units****Co-requisite units**

Competency field

Competency field	Quality
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