



Australian Government

MSMSUP291 Participate in continuous improvement

Release: 1

MSMSUP291 Participate in continuous improvement

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP291A Participate in continuous improvement

Application

This unit of competency covers the skills and knowledge required to identify areas of improvement and work with colleagues to implement the changes.

It applies to operators who are required to contribute to continuous improvement of work processes by applying knowledge of customers and suppliers to identify improvements and to select and implement improvements.

This unit of competency applies to an individual working as part of a team/work group.

This unit of competency applies to all work environments and sectors within the industry.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

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

1	Identify customers and suppliers	1.1	Identify internal and external customers and suppliers
		1.2	Identify requirements of individual customers
		1.3	Identify own role in meeting customer requirements

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|---|---|---|
| 2 | Identify areas for improvement | 2.1 Identify issues affecting output and quality
2.2 Identify instances of variation
2.3 Follow procedures for reporting and managing variations
2.4 Record non-conformance in accordance with company requirements |
| 3 | Identify strategies for improvement | 3.1 Identify areas for improvement
3.2 Use information on variation to develop improvement suggestions
3.3 Use relevant quality tools and techniques for identifying causes of variation and areas for improvement
3.4 Suggest options for improvement
3.5 Discuss a proposed improvement with others in a team |
| 4 | Participate in a team to implement an improvement proposal | 4.1 Implement changes in system and procedures
4.2 Monitor performance improvements
4.3 Evaluate results of improvements with others in a team |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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.

Procedures

All operations must be performed in accordance with relevant

procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Opportunities for improvement

Opportunities for improvement include one or more of the following:

- an unintended occurrence or outcome
- product faults and faulty products
- excessive variation
- trends
- waste (muda)
- improving process capability
- improving process efficiency
- improving health safety and environment (HSE) outcomes
- reducing cost/lifecycle cost

Quality tools and techniques

Quality tools and techniques include one or more of the following:

- controls charts (statistical process control)
- cause-effect diagrams
- check sheets
- histograms/Pareto charts
- scatter diagrams
- stratification
- flow charts

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMSUP291 Participate in continuous improvement

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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 and demonstrate the ability to:

- identify relationship of own role to the needs of internal and external customers and suppliers
- identify variations and non-conformances
- follow procedures for reporting and managing variations and non-conformances
- communicate and work with others to:
 - analyse areas of variations and non-conformances to identify causes and develop strategies for improvements
 - implement changes to systems and procedures
 - evaluate whether changes have achieved improvements
- interpret quality data and graphs.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- the use of information in developing improvements
- types and application of analytical problem-solving techniques
- organisation processes and approvals for making changes to systems and procedures
- quality tools and techniques.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and opportunity for improvement recognition and resolution. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency

- must include the use of appropriate quality tools
- may use industry-based simulation for part only of the unit (typically implementation) particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should 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 reflecting 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.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - pilot plant operation
 - demonstration of skills
 - industry-based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- 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.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

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