



Australian Government

MSS017013 Manage a major sustainability non-conformance

Release: 1

MSS017013 Manage a major sustainability non-conformance

Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge for the response to, and management of, a major sustainability non-conformance which may have arisen through the action, or non-action, of the organisation or its value chain members, or due to a change in the external environment. A major non-conformance is one which could have severe business impacts. It may be applied to an entire organisation, part of a large organisation, or part or all of a value chain.

This unit covers the recognition of a major non-conformance and then the devising and implementation of a strategy and tactics to contain the situation, not allowing it to accelerate or cascade and minimise the adverse consequences while doing what can be done to remedy the situation. The organisation's environment, for the purpose of this unit, is considered to include the ecology it impacts, the economic impacts on the organisation and the social impacts of the organisation.

Typical situations might include a:

- process or equipment failure somewhere along the value chain which has the potential to cause adverse sustainability impacts
- change in legislation or regulation which will see the organisation in breach
- change in requirements from a customer
- change in supply quality from a supplier
- social attitude change that affects in either a positive or negative manner business prospects or the business operating environment.

A manager or senior technologist who has a significant sustainability responsibility work role would typically undertake it. Skills covered by this unit may be applied individually or in a team context.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Sustainable operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

- | | | |
|---|---|--|
| 1 | Determine extent and nature of non-conformance | 1.1 Determine commencement, type and expected duration of non-conformance
1.2 Liaise with internal stakeholders to determine impact
1.3 Liaise with value chain members to determine impact
1.4 Determine impact on current operations and order fulfilment
1.5 Determine impact of non-conformance on local community and other stakeholders
1.6 Determine regulatory implications of non-conformance
1.7 Summarise impact on organisation and value chain member's viability |
| 2 | Determine priorities and actions | 2.1 Develop responses to the situation
2.2 Determine timing of responses
2.3 Identify required resources for the responses developed
2.4 Evaluate responses and short-list responses
2.5 Select response and organise resources |
| 3 | Identify information needs | 3.1 Determine regulatory compliance needs
3.2 Determine the information needs of other stakeholders
3.3 Identify the sources of required information
3.4 Arrange to collect required information
3.5 Report information to stakeholders |

Elements describe the essential outcomes.

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

3.6 Arrange for updating of information disseminated on a timely basis

4 Implement immediate response

4.1 Initiate responses and establish data and other information collection procedures

4.2 Analyse data and other information as it comes to hand

4.3 Determine progress of responses to achieving required outcomes

4.4 Modify responses to better achieve desired outcomes

5 Plan for conformance

5.1 Determine root cause of non-conformance

5.2 Determine impacts on sustainability strategy and tactics

5.3 Develop plan to ensure continued conformance

5.4 Initiate implementation of plan

5.5 Monitor implementation of plan and take action

6 Conclude and review response

6.1 Conduct a debrief and complete required reports

6.2 Evaluate and review response and procedures

6.3 Evaluate and document effectiveness of the response function; its interaction and communication with stakeholders

6.4 Recommend improvements to prevent a recurrence and improve response for other non-conformances

6.5 Communicate reports to internal and external stakeholders

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.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS017005 Manage a major sustainability non-conformance.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS017013 Manage a major sustainability non-conformance

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- managed at least 1 major sustainability non-conformance for an organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- methods to identify non-conformances
- impact of non-conformances on organisation
- methods of prioritising business impacts based on key indicators:
 - effect on error rates and defects
 - loss of or delay in supply of materials or components
 - loss or severe restriction of process capability
 - loss of transport from or to operational centre or process facility
 - unplanned increases in costs of materials or services
 - increases in the cost of finance or capital
 - sudden change in regulatory requirements
- methods of prioritising responses based on business and customer needs:
 - customer requirements
 - the philosophies and strategies of the organisation, health, safety and environment (HSE) requirements
 - delivery of products/services
 - statutory and contractual requirements
- negotiation methods
- external stakeholders
- stress management techniques
- root cause analysis.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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