



Australian Government

MSS402003 Apply competitive systems and practices

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance criteria changed. Foundation Skills changed. Range of Conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS402001 Apply competitive systems and practices.

Application

This unit describes the skills and knowledge required to apply basic improvement concepts and practices.

This unit applies to an individual who is required to recognise their own role in the value chain, apply improvement methods within the organisation's competitive systems and practices framework and contribute ideas to the improvement process.

For the purpose of this unit, customer features are functions or aspects of a product, process or service, and 'customer benefits' refers to expected value for the customer.

This unit applies to any organisation that is implementing competitive systems and practices.

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

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify own place in the value chain	1.1 Identify customers relevant to own work and their needs or requirements 1.2 Identify suppliers for own work 1.3 Identify value contributions along chain 1.4 Identify and recommend methods of increasing own contribution to value chain
2. Improve the product or service and process value	2.1 Identify customer features and/or benefits in product or service and process 2.2 Identify aspects of product or service and process which contribute

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	to customer features and/or benefits 2.3 Identify aspects of product and process which do not contribute to customer features and/or benefits 2.4 Recommend methods of reducing waste or increasing features and/or benefits
3. Use competitive systems and practices	3.1 Identify competitive systems and practices used in organisation and own work area 3.2 Apply practices appropriate for job or process 3.3 Monitor job or process and make adjustments to improve it in accordance with procedures 3.4 Identify own skill requirements and, if required, seek skill development

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Oral communication skills to communicate improvement ideas and development needs
- Numeracy skills to monitor improvements using basic arithmetic with simple measures of time, quantity and value
- Learning skills to identify own development needs.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS402001 Apply competitive systems and practices.

Links

Companion Volume implementation guides are found in VETNet - -

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

Assessment Requirements for MSS402003 Apply competitive systems and practices

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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 demonstrated the ability to:

- apply at least one competitive system or practice, as required by the organisation, to own work on at least 2 occasions
- recommend at least 2 improvements to product or service and/or process. The improvement ideas must target one or both of:
 - reduced waste (muda)
 - improved features or benefits to the customer.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- features of competitive operational practices being used in own work area
- internal and external customers relevant to own work
- customer needs or requirements for product or service
- own role in fulfilling customer needs or requirements
- value chain for products or services
- own place in the value chain
- supply chain for products or services
- identifying and reducing muda (waste) relevant to own work
- simple measures of improvement relevant to own work including time, quantity and value.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions, including:

- implementation of competitive systems and practices environment.

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

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