



Australian Government

MSS402004 Sustain process improvements

Release: 1

MSS402004 Sustain process improvements

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Supersedes and is equivalent to MSS402002 Sustain process improvements.

Application

This unit describes the skills and knowledge required to prevent improvements in own work from slipping back to former or other less efficient practices.

This unit applies to an individual who is required to monitor improvements and identify areas that require corrective action; and to act on these according to their job role and level of responsibility.

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. Examine previous improvements	1.1 Identify impact of previous process improvements to equipment, operations, services or products in own work area 1.2 Identify improvements where objectives have not been met
2. Implement corrective actions	2.1 Identify corrective actions that can be taken by self on process improvements that have not met objectives 2.2 Obtain any approvals required to take corrective actions 2.3 Seek assistance with any skills or other support needed to identify and/or adopt improved processes 2.4 Adopt improved processes

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
3. Check changes	3.1 Identify improvements expected from improved processes 3.2 Identify methods of observing and measuring expected improvements in own work area 3.3 Check if expected improvements are occurring and report problems in accordance with procedures
4. Sustain improvements	4.1 Identify possible further improvement and/or mistake-proofing to sustain improved processes 4.2 Discuss improvement ideas with peers and supervisors to confirm or amend improvements 4.3 Take action to implement improvements in accordance with procedures

Foundation Skills

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

- Reading skills to understand workplace procedures and documentation
- Oral communication skills to communicate issues, corrective actions and improvement ideas and own development needs
- Numeracy skills to monitor improvements using basic arithmetic with simple measures of time, quantity and value
- Learning skills to identify own skills 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 MSS402002 Sustain process improvements.

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 MSS402004 Sustain process improvements

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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:

- identify impact of at least 3 previous improvements
- identify at least one improvement where objectives have not been met, apply corrective action, monitor its effectiveness and identify at least one change to sustain the improvement.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- identifying and reducing muda (waste) relevant to own work
- simple measures of improvement relevant to own work including time, quantity and value
- mistake-proofing techniques which focus on:
 - processes
 - people.
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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:
 - at least three improvements, with defined improvement objectives, made using competitive systems and practices.

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

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