



Australian Government

MSS402052 Implement continuous improvements based on standardised work practices

Release: 1

MSS402052 Implement continuous improvements based on standardised work practices

Modification History

Release 1. Supersedes and is equivalent to MSS402052A Implement continuous improvements based on standardised work practices

Application

This unit of competency covers the basic skills and knowledge required for individuals to apply standardised work practices as part of implementing continuous improvement in an organisation.

The implementation of standardised work may apply in a manufacturing, office, logistics or other service environment along any part of the value stream. It applies to the person's own job at whatever organisational level they are employed. The standard work procedures may apply to every step of the job or it may apply to procedures which allow discretion in the application.

The person will typically be working closely with others, as part of a formal team, an ad hoc team or otherwise. They will liaise and communicate with these others as required by the job and standard procedures.

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

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

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 | Identify standardised procedures | 1.1 | Identify current operation and tasks in own work. |
| | | 1.2 | Check each operation and task to ensure it is required to |

	applicable to work		meet customer need.
		1.3	Select relevant procedures applicable to operations and tasks to meet customer, regulatory and other required needs.
		1.4	Obtain takt time required for each selected operational step and task and compare with available time.
		1.5	Incorporate takt time and selected operational step and task in daily work plan, as appropriate.
		1.6	Take required action when time to complete operational steps and tasks exceeds takt time.
		1.7	Liaise with relevant people regarding need to undertake any operations and tasks not directly related to customer benefit.
2	Follow standardised practices	2.1	Complete own required operations following standardised procedures and practices.
		2.2	Note factors preventing the full application of standardised procedures and practices.
		2.3	Identify variability in actual processes and products.
		2.4	Identify waste which arises from following standard procedures and practices.
3	Make improvements	3.1	Suggest possible improvements for identified problems in accordance with continuous improvement procedures.
		3.2	Check suggested improvement in accordance with continuous improvement procedures.
		3.3	Examine outcome of checking process and standardise improvement, if appropriate.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) 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.

Competitive systems and practices include one or more of:

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Customer includes one or more of:

- internal customers
- external customers
- the final customer.

Procedures (written, verbal, visual, computer based, etc.) include one or any combination of:

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

Takt time (the time required to complete one job cycle if the customer's time and volume expectations are to be met) includes one or more of:

- time per piece where applied to piece work
- time per tonne or litre when applied to bulk product
- time per work item when applied to an office or service environment
- deadlines required to meet delivery dates when applied to project work
- target cycle time for sporadic processes or processes not linked to a customer requirement (e.g. a regulatory requirement)
- other measures appropriate to the process.

Required action includes one or more of:

- reporting to appropriate person
- prioritising work according to standardised procedures
- acquiring/allocating additional resources according to standardised procedures
- other actions specified in the procedures.

Causes of time to complete exceeding takt time include one or more of:

- cycle time (mean time taken to actually do the job) is longer than takt time
- multiple jobs required in the same timeframe (i.e. priority conflict)
- takt time cannot be met with resources available
- takt time is longer than available time.

Variability includes one or more of:

- different times taken to do the same thing
- different effort taken to do the same thing
- different results from applying the same effort (i.e. variation in quality)
- amount of rework required.

Muda (waste) includes all of:

- activity that does not contribute to value as perceived by the customer
- overproduction
- waiting
- transporting
- inappropriate processing
- unnecessary inventory
- excess motion
- defects
- underutilised employees.

Unit Mapping Information

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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 MSS402052 Implement continuous improvements based on standardised work practices

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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 include the ability to suggest two (2) or more improvements and to:

- use standardised procedures
- identify variability and muda
- develop a daily plan using takt time and available time.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role under routine only supervision, including:

- determination and use of takt time
- determination and use of available time
- identification of variability and muda
- approaches to continuous improvement.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be 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 operation of the workplace
 - will typically include a supervisor/third-party report focussing on consistent performance and problem recognition and solving. 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 suggesting continuous improvements in own workplace
 - will typically include the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems.
- Assessment should occur in operational workplace situations.

- 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.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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