



Australian Government

Assessment Requirements for MSS402084

Undertake root cause analysis

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Supersedes and is equivalent to MSS402080 Undertake root cause analysis.

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 at least 2 problems and for each one:
 - use a different RCA tool to determine root cause
 - identify and apply a quick fix
 - recommend a permanent solution
- implement permanent solution to at least one problem and monitor the impact of solution.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- methodology of root cause analysis, including:
 - difference between quick fix and root cause elimination
 - breaking of causal tree
- indicators of problems and variances to normal operation
- application of analysis tools including at least three of the following:
 - Pareto charts
 - 5 Whys
 - Cause and effect diagrams
 - Control charts or run charts
 - Tree diagrams
 - 4W analysis.

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, including:

- data and information on problems to be analysed
- modelling of industry operating conditions.

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

Links

Companion Volume Implementation Guides are found in VETNet -

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