



Australian Government

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.

Application

This unit describes the skills and knowledge required to use analysis tools and diagrams and/or charts in formal problem solving to root cause.

This unit applies to individuals who are required, in their own work or as part of a formal or ad hoc team, to identify problems and their root causes; and to apply immediate fix and long term solutions.

This unit applies to any organisation.

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

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. Recognise problem	1.1 Identify features or occurrences indicative of problem 1.2 Select and use tools and diagrams and/or charts to define problem
2. Implement quick fix	2.1 Recommend quick fix within own scope of competency and authority 2.2 Use technology or processes relevant to problem to implement quick fix
3. Determine root cause	3.1 Identify range of possible causes of problem 3.2 Gather data and other information to eliminate or confirm possible

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	causes 3.3 Use available data and information to link causes and effects 3.4 Seek assistance to obtain additional information if problem is beyond own competency or authority 3.5 Identify root cause
4. Develop permanent solution	4.1 Identify options to eliminate root cause or break the cause tree 4.2 Evaluate options to identify most appropriate solution 4.3 Liaise with relevant people to gather ideas on solutions and implementation 4.4 Recommend or implement solution within limits of competency and authority. 4.5 Monitor impact of solution and report areas of suboptimal or negative impact

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 interpret data and information
- Writing skills to document process and/or results and diagrams and/or charts
- Oral communication skills to liaise with others on problems, solutions and implementation and to make recommendations
- Numeracy skills to interpret and manipulate data on problems, causes and effects, impact of solutions
- Learning skills to seek assistance if needed.

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 MSS402080 Undertake root cause analysis.

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 MSS402084 Undertake root cause analysis

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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 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.

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