



Australian Government

MSS403001 Review competitive systems and practices

Release: 1

MSS403001 Review competitive systems and practices

Modification History

Release 1. Supersedes and is equivalent to MSS403001A Implement competitive systems and practices

Application

This unit of competency covers the skills and knowledge required by an individual to review competitive systems and practices in their own work in a way that integrates with others in the team or work area who are also implementing competitive systems and practices. The unit focuses on the holistic application of competitive systems and practices to achieve improved performance in own work and in activities with others in the team or work area that contribute to improving customer benefit. Depending on the operations or processes in the team or work area the unit may also include interaction with other teams and work areas.

The unit is suitable for individuals who have formal responsibility for the work of others, such as team leaders. It is also suitable for individuals, such as technicians and tradespeople, who must integrate the application of their technical skills with the implementation of competitive systems and practices in an organisation.

The unit applies to the areas of cost, quality, delivery, safety/environment, and employee capability, including continuous reviewing of performance against these five areas in liaison with other relevant people. Improvement initiatives in these five areas are usually developed and implemented with the support of technical support staff. Whereas other units may emphasise the competence to use one or more competitive practices, this unit emphasises the ability to advance on all five key areas over a moderate time period.

This unit requires the application of skills associated with problem solving and initiative and enterprise in order to identify opportunities to make improvements and maximise performance. Communication, the ability to work in a team and planning and organising skills are required to implement improvements and address any conflicts that arise. This unit also requires an ability to identify appropriate technology, and to consider and integrate feedback on how personal performance can be improved.

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.

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|---|--|-----|--|
| 1 | Contribute to the improvement of the operations system in team or work area | 1.1 | Identify key performance indicators (KPIs) for area of operations. |
| | | 1.2 | Review competitive systems and practices to improve health, safety and environment (HSE) performance of self and others. |
| | | 1.3 | Review competitive systems and practices to maximise quality consistency. |
| | | 1.4 | Review competitive systems and practices and identify any skill and training issues that need to be addressed to improve capability of self and others. |
| | | 1.5 | Review competitive systems and practices to maximise customer benefit/cost ratio. |
| | | 1.6 | Review competitive systems and practices to reduce lead time to delivery within the scope of authority and responsibility. |
| | | 1.7 | Work with relevant stakeholders to resolve conflicts which arise from implementation of competitive systems and practices. |
| | | 1.8 | Select improvements which will deliver the greatest overall benefit for the resources required/available without reducing current performance on individual factors. |
| 2 | Implement improvements | 2.1 | Implement the chosen improvement/s. |
| | | 2.2 | Check the selected improvements improve the system as a whole and do not result in unintended consequences. |
| | | 2.3 | Monitor implementation and make adjustments, as required. |

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.

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|--|--|
| Competitive systems and practices include one or more of: | <ul style="list-style-type: none">• lean operations• agile operations• preventative and predictive maintenance approaches• statistical process control systems, including six sigma and three sigma• 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: | <ul style="list-style-type: none">• internal customers• external customers• final customer. |
| Supplier includes one or more of: | <ul style="list-style-type: none">• internal supplier• external supplier• ultimate source of inputs (e.g. raw materials) to the process. |

**Muda (waste)
includes all of:**

- any activity which does not contribute to customer perceived benefit/features
- excess production and early production
- delays
- movement and transport
- poor process design
- inventory
- inefficient performance of a process
- making defective items
- other activities which do not yield any benefit to the organisation or any benefit to the organisations customers.

**Operations includes
all of:**

- process
- plant and equipment
- procedures and practices
- skills and work organisation of the workforce
- other components which make up the productive organisation.

**Implement
improvements
within one or more
of:**

- own job role
- processes and operations in the work area or team.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403001A Implement 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 MSS403001 Review competitive systems and 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 contribute to and implement improvements on one (1) or more occasions and to improve performance in:

- cost
- quality
- delivery
- safety/environment
- employee capability.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role independently, including:

- techniques for monitoring cost, quality, delivery, safety/ environment and employee capability
- muda (waste)
- kaizen (continuous improvement)
- key performance indicators (KPIs), their use and problems
- cost components of products (goods or services)
- techniques for identifying and improving employee capability.

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 is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria
 - multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.

- Assessment should use a real project in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence 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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