



Australian Government

MSS403007 Map an office value stream

Release: 1

MSS403007 Map an office value stream

Modification History

Release 1. Supersedes and is equivalent to MSS403007A Map an office value stream

Application

This unit of competency covers the skills and knowledge required to identify and visually document a value stream in an office environment for the purposes of determining improvements in meeting customer requirements and in minimisation of muda (waste).

This unit applies to individuals who have a competitive systems and practices implementation role in an office, including identifying the elements of the office-related value stream and ways to improve the ratio of value-add to non-value add within the value stream.

The value stream may comprise one process or several processes across functions or divisions within a business that require involvement or support by an office.

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 a value stream

- 1.1 Identify office deliverables to which the value stream applies.
- 1.2 Identify ultimate customers.
- 1.3 Identify ultimate suppliers.
- 1.4 Identify the office processes that contribute to achieving the deliverables.

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| | | 1.5 | Identify stakeholders to participate in the mapping. |
| | | 1.6 | Identify sources of information to populate and validate the map. |
| 2 | Map the value stream | 2.1 | Liaise with stakeholders to capture the office-related activities for each step in the value stream. |
| | | 2.2 | Liaise with stakeholders to document the flow of content information, materials and process information through the value stream. |
| | | 2.3 | Develop a visual representation, in hard copy or using software, of the value stream current state. |
| 3 | Analyse the value stream | 3.1 | Examine each step in the value stream to identify the value added for the customer. |
| | | 3.2 | Measure and document performance along the value stream. |
| | | 3.3 | Identify where value stream improvements can be made. |
| | | 3.4 | Select which improvements will deliver the most value to the customer. |
| 4 | Develop improvement plan | 4.1 | Decide the order in which to implement the improvements. |
| | | 4.2 | Identify actions and resources needed to make the improvements. |
| | | 4.3 | Liaise with management to gain approval and budget for implementation of improvements. |

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
 - takt time
 - process mapping
 - problem solving
 - run charts
 - standard procedures
 - current reality tree.

- Deliverables for a section of or for a whole value stream include one or more of:**
- planned/intended outcomes from processes that are desired/required by the customer
 - measurable outcomes from processes that are desired/required by the customer
 - other quantifiable/observable outcomes from processes that are desired/required by the customer.

- Value stream actions may occur at one or more of:**
- sales outlet/representative
 - information gathering, data analysis and research
 - product design
 - raw material sourcing
 - intermediate processing
 - final assembler/collation/preparation
 - support services (e.g. accounting, finance and legal)
 - storage and delivery to customer
 - after market support.

- Value stream map includes all of:**
- the actual flow of content information, materials and process information through the value stream
 - lead time
 - process time
 - quantity of work in progress
 - resources used.
- Performance measures relate to customer requirements and include one or more of:**
- lead time
 - processing time
 - percentage complete and accurate
 - changeover time for equipment and processes
 - hours office staff can be contacted by customers
 - hand off processes
 - distance and frequency of movement.
- Value stream improvements include one or more of:**
- reducing lead time
 - removing bottlenecks
 - improving process steps
 - removing unnecessary steps
 - reducing muda (waste).
- Stakeholders include one or more of:**
- people with significant knowledge of the flow of work within the value stream
 - customer perceptions of value of the value stream deliverables.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403007A Map an office value stream

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 MSS403007 Map an office value stream

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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 develop an improvement plan for an office value stream on one (1) or more occasions by:

- mapping a value stream
- analysing a value stream
- identifying improvements and developing an improvement plan.

Knowledge Evidence

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

- value stream mapping techniques and symbols
- types of office muda that can be identified through value stream mapping
- methods of gathering data against performance variables
- value stream analysis techniques
- methods of prioritising possible improvements
- requirements for gaining approval to implement improvements.

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 office value stream analysis 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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