



Australian Government

MSS403007 Map an office value stream

Release: 1

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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.
 - 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.

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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• 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: | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• sales outlet/representative |

- actions may occur at one or more of:**
- 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

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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>