



Australian Government

MSS403023 Monitor a levelled pull system of operations

Release: 1

MSS403023 Monitor a levelled pull system of operations

Modification History

Release 1. Supersedes and is equivalent to MSS403023A Monitor a levelled pull system of operations

Application

This unit of competency covers the skills and knowledge required to monitor the operation of a pull system in a work area and recommend improvements.

This unit covers the skills needed to monitor a pull operations system in a work area or team operation although knowledge of the overall pull system in the enterprise is also required. The unit is targeted at individuals, such as team leaders and senior operators, who have an overview of the work area or team operation and the ability to implement corrective action in the event of discrepancies.

The unit covers the skills needed to monitor daily working of the system, identify problems and take action on problems. The operations system may be a total demand pull system or it may be a mixed push/pull system.

This unit primarily requires the application of skills associated with using information and problem solving skills to monitor pull system and analyse discrepancies. It also requires skills in initiative and enterprise, and planning and organising to determine and act on opportunities for improvement. Aspects of self-management and learning are required to ensure own ability to improve systems.

The unit is based on manufacturing principles but can be contextualised for other types of organisations.

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 Performance criteria describe the performance needed to

essential outcomes.	demonstrate achievement of the element.
1 Monitor the pull system	1.1 Identify the pacemaker process. 1.2 Identify rate of production set by the pull system. 1.3 Determine actual rate of production at key parts of the process. 1.4 Identify types of inventories within process. 1.5 Compare actual inventories with planned inventories. 1.6 Note discrepancies between actual and planned rates and inventories.
2 Take corrective action	2.1 Determine causes of discrepancies. 2.2 Determine action required to rectify causes of discrepancies. 2.3 Take action in conjunction with relevant stakeholders.
3 Test/improve the pull system	3.1 Identify recurrent discrepancies. 3.2 Determine causes of discrepancies. 3.3 Determine action required to rectify cause. 3.4 Identify unnecessary levels of inventories. 3.5 Discuss impacts of reduced inventories with relevant stakeholders. 3.6 Take/initiate action to rectify recurrent discrepancies/reduce levels of unnecessary inventory. 3.7 Monitor the system to determine the effects of changes.

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• overall equipment effectiveness (OEE)• takt time• process mapping• problem solving• run charts• standard procedures• current reality tree. |
| Pull system includes one or more of: | <ul style="list-style-type: none">• operations done to order and not for holding large inventories of parts and completed stock• work flow done according to demand pull from the next work stage• operations in response to customer demand. |
| Production used in a manufacturing sense includes one or more of: | <ul style="list-style-type: none">• repetitive production of items (e.g. components and whitegoods)• continuous or batch production (e.g. hydrocarbons, chemicals and cement). |
| Types of inventories include one or more | <ul style="list-style-type: none">• cycle stock which reflects the replenishment quantity and frequency |

- of:**
- buffer stock to meet demand variability and forecast errors
 - safety stock required to guard against quality and delivery failures upstream.

- Determine cause for an individual/team leader includes one or more of:**
- analysing cause themselves
 - identifying that expert analysis is required and requesting this analysis
 - setting up an improvement team to analyse cause
 - identifying that the cause of the discrepancy is upstream or downstream of the team or area.

- Stakeholders include one or more of:**
- managers
 - supervisors
 - employees
 - shareholders
 - work health and safety (WHS) mechanisms/representatives
 - industrial relations mechanisms/representatives
 - suppliers
 - customers
 - service providers.

Unit Mapping Information

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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 MSS403023 Monitor a levelled pull system of operations

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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, for three (3) or more monitored discrepancies/problems, to:

- identify the demand pull system used in own work area
- identify pacemaker process
- identify types of inventories used by team or work area
- determine actions to rectify discrepancies between actual and planned rates of production
- facilitate and monitor changes to rectify discrepancies.

Knowledge Evidence

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

- operation and capabilities of equipment used in own work area
- abilities and skills of personnel in work area
- ultimate customer order process and relationship to demand pull for team or work area
- inventories held by enterprise
- stakeholders relevant to team or work area
- possible actions available to address discrepancies

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:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of the workplace
 - will typically include a supervisor/third-party report focussing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
 - must include monitoring the operation of a pull system in own workplace

- will typically include the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems.
- Assessment should occur in operational workplace situations.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) 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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