



Australian Government

MSS403033 Map an operational process

Release: 1

MSS403033 Map an operational process

Modification History

Release 1. Supersedes and is equivalent to MSS403033A Map an operational process

Application

This unit of competency covers the skills and knowledge required to identify and visually document the sequence and interactions of related steps, activities or tasks that make up an individual operational process, from beginning to end.

For the purposes of this unit, an operational process is a group of structured and identifiable activities that contribute to delivering a specified and measurable result, such as a product, deliverable or service.

The process mapping may be done for a number of purposes, including identifying the scope and purpose of a process, identifying opportunities for improvement using other competitive systems and practices techniques, or increasing the knowledge and engagement of others with the process. The specific aspects to focus on in the mapping should align to the goal or reason for the mapping.

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 Define the scope of the process map | 1.1 | Identify the purpose for the process mapping. |
| | 1.2 | Define the boundaries of the process to be mapped. |
| | 1.3 | Identify process stakeholders to participate in the mapping. |

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| | | 1.4 | Identify the aspects to be mapped. |
| | | 1.5 | Select an appropriate process mapping technique. |
| | | 1.6 | Identify sources of information to populate and validate the process map. |
| 2 | Map the process | 2.1 | Liaise with process stakeholders to identify steps in the process. |
| | | 2.2 | Rank information gained about process steps into critical, important and optional steps. |
| | | 2.3 | Document the agreed process steps using the selected process mapping technique. |
| | | 2.4 | Document the aspects being mapped using the selected process mapping technique, and show how they relate to the steps. |
| | | 2.5 | Validate steps and techniques with appropriate internal or external sources of information. |
| 3 | Apply the map | 3.1 | Analyse the process map to ensure that it is fit for its intended purpose. |
| | | 3.2 | Identify any further changes needed to the process map as a result of the analysis. |
| | | 3.3 | Validate changes and finalise process map. |

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
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Appropriate process mapping techniques produce hard or soft copy visual representation and include one or more of:

- supplier-input-process-output-customer (SIPOC)
- high-level process map
- process flow chart
- top down
- responsibility matrix
- document map
- cross-functional or swim lanes process map
- work flow diagram
- Visio
- computer-aided design/drafting (CAD) programs
- Microsoft Project
- other graphic, modelling or flow chart applications.

Aspects to focus on include one or more of:

- process activities
- flow of information and/or documents
- decision points
- ranking of process steps into:
 - essential (process essential for achieving outcomes/goals)
 - important (process which improves outcomes/goals through

greater speed or quality)

- optional (current or required process not related to achievement of outcomes/goals)
- personnel and levels of responsibilities
- cross-functional interactions
- work flow and bottlenecks
- quantifiables, such as lead time, work volume and handoffs.

Process stakeholders include one or more of:

- the person undertaking a single-person process
- a sample/representative of people undertaking each activity or step in a multi-person process
- line managers
- senior managers
- internal customers
- external customers.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403033A Map an operational process

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 MSS403033 Map an operational process

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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 map an operational process on one (1) or more occasions and to:

- scope the mapping exercise
- identify and consult with stakeholders
- develop a map to conform with the scope
- validate and finalise the map.

Knowledge Evidence

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

- purposes of process mapping
- methods of process mapping, including use of relevant software
- implications of including or excluding specific activities and/or people from the mapping process
- customer requirements
- methods of identifying and evaluating options
- analysis and validation of process maps.

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 process mapping activity 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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