



Australian Government

MSS403042 Facilitate mistake proofing in an office

Release: 1

MSS403042 Facilitate mistake proofing in an office

Modification History

Release 1. Supersedes and is equivalent to MSS403042A Facilitate mistake proofing in an office

Application

This unit of competency covers the skills and knowledge required to facilitate changes to office processes to prevent errors and regression to pre-improvement levels of practices and move the office towards a culture of zero defects.

The unit applies to a person who needs to maximise the value of office processes to the customer through mistake proofing. The person facilitates changes to the process that will prevent errors, reduce their frequency or minimise their impact on the value to the customer. They also assist in embedding the changes into everyday practice and workplace culture. The person will typically be a technical expert, team leader or be in a role where they have sufficient technical understanding of processes in their own work and that of others to be able to mistake proof the process in their area. The unit can apply to a whole or part of an office.

This approach may be used in conjunction with process mapping and/or value stream mapping to identify office-related process steps and specific areas of waste in a process.

Office processes may include administrative, transactional or service-based processes in, or attached to, a manufacturing organisation, within their value stream or similar environments, such as health care, education, financial, construction or Defence services.

This unit has a strong emphasis on understanding value from the customer's perspective, analysis of errors to identify causes and planning, prioritising and facilitation skills.

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 Prepare for mistake proofing	1.1 Engage management and team/work group to gain support for implementing mistake proofing. 1.2 Provide information to others about the impact of errors and the concept of mistake proofing in an office environment. 1.3 Where required, liaise with stakeholders to identify the steps in the office processes and the points where errors occur.
2 Analyse processes	2.1 Identify sources of variability/non-conformance against specifications and/or procedures. 2.2 Analyse the conditions under which errors occur. 2.3 Identify the root cause of errors.
3 Identify options for mistake proofing	3.1 Establish and prioritise mistake proofing options. 3.2 Develop implementation plans for the selected mistake proofing activities and facilitate allocation of resources.
4 Facilitate the implementation of mistake proofing	4.1 Liaise with other office employees and other people to implement the selected mistake proofing activities into relevant systems and/or practices. 4.2 Test and validate the mistake proofing activities. 4.3 Identify causes for areas of poor performance in the mistake proofing and identify any additional changes to address them.
5 Embed mistake proofing	5.1 Establish mechanisms to ensure new systems and/or practices are communicated to relevant personnel. 5.2 Motivate others in the office to apply the new systems and/or practices. 5.3 Ensure the new systems and/or practices are reflected in

relevant procedures.

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.

Mistake proofing activities include one or more of:

- physical barriers that prevent errors (e.g. automatic shutoff guide rails, equipment, leads and supplies that can only be used the correct way, and secure areas)
- 'virtual' barriers built into information technology (IT) and data systems (e.g. required fields, data validation rules, centrally managed templates and workflows, and password protected files)

- visual or physical reminders of the correct action or sequence (e.g. colour coding, visual procedures and dividers)
- visual or auditory alerts about incorrect action
- reducing data errors through simplified forms or moving to electronic data capture
- standardised workflows and templates for documentation.

Options for mistake proofing require consideration of one or more of:

- feasibility
- cost
- capacity to reduce muda (waste).

Criteria that support value to the customer require consideration of one or more of:

- ease and cost of implementation
- capacity to prevent errors
- the impact to the customer from the errors.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403042A Facilitate mistake proofing in an office

Links

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