



Australian Government

MSS403044 Facilitate continuous improvement through the use of standardised procedures and practices

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS403044A Facilitate continuous improvement through the use of standardised procedures and practices

Application

This unit of competency covers the skills and knowledge required by individuals to assist others to use standardised work practices as a basis for continuous improvement in a competitive systems and practices environment.

The standardised work applies to the normal work of others and serves as the basis for continuous improvement. This may apply in a manufacturing, office, logistics, or other service environment along any part of the value stream. It applies to a person at whatever organisational level they are employed who facilitates this in others. The standardised work procedures may apply to every step of the job or may be procedures which allow discretion in the application.

The person will typically be a team leader or other person who works with, leads, facilitates and assists others. They will liaise and communicate with these others as required by the job and the standard procedures.

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 Facilitate the application of | 1.1 Ensure all required procedures are accessible by relevant personnel. |
|--|---|

	standardised procedures	1.2	Assist personnel access relevant procedures, as required.
		1.3	Facilitate the resolution of conflicts arising from job.
		1.4	Facilitate the completion of required work in accordance with standard procedures and practices.
2	Facilitate the identification of improvement opportunities	2.1	Analyse the job completion process.
		2.2	Ask questions of job incumbent which lead them to identify improvement opportunities.
		2.3	Encourage job incumbents to conceive and suggest improvements.
		2.4	Facilitate the trying out of improvements in accordance with procedures.
3	Standardise and sustain improvements	3.1	Facilitate the updating of standard procedures and practices.
		3.2	Check the capability of the work team aligns with the requirements of the procedure.

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.
Customer includes one or more of:	- internal customer - external customer - final customer.
Procedures (written, verbal, visual, computer based, etc.) include one or any combination of:	- work instructions - standard operating procedures (SOPs) - safe work method statements - formulas/recipes - batch sheets - temporary instructions - any similar instructions provided for the smooth running of the plant.
Takt time includes one or more of:	- the time required to complete one job cycle if the customer's time and volume expectations are to be met (i.e. the available time divided by the number of units required) - time per piece where applied to piece work - time per tonne or litre when applied to bulk product - time per work item when applied to an office or service environment - deadlines required to meet delivery dates when applied to project work.
Conflicts arising	cycle time (mean time taken to actually do the job) is longer than

- from job include one or more of:**
- takt time
 - multiple jobs required in the same timeframe (i.e. priority conflict)
 - takt time cannot be met with resources available
 - takt time is longer than available time
 - factors restricting productive capacity.
- Variability includes one or more of:**
- any change which occurs in the job
 - different times taken to do the same thing
 - different effort taken to do the same thing
 - different results from applying the same effort (i.e. variation in quality)
 - amount of rework required.
- Muda (waste) includes consideration of all of:**
- overproduction
 - waiting
 - transporting
 - inappropriate processing
 - unnecessary inventory
 - excess motion
 - defects
 - underutilised employees.

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 MSS403044 Facilitate continuous improvement through the use of standardised procedures and practices

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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 routinely facilitate:

- the use of standardised procedures
- continuous improvement
- the sustaining of improvements.

Knowledge Evidence

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

- identifying customer requirements
- identifying variability
- available procedures and their application and updating
- takt time and cycle time
- muda
- continuous improvements processes
- questioning technique.

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 the facilitation of others to use standardised work practices as a basis for continuous improvement 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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