



Australian Government

MSS403057 Map an operational process

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403053 Map an operational process.

Application

This unit describes the skills and knowledge required to identify and visually document the sequence and interactions of steps and other aspects of a process that delivers a specified and measurable result, such as a product, deliverable or service.

This unit applies to an individual who is required to identify and document a process within their own work; it also applies to someone who has been given the responsibility to guide a formal or ad hoc team to identify and document a process.

This unit applies to any organisation that is implementing improvements to its processes or more formal competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Define scope of the process map	1.1 Identify purpose for process mapping 1.2 Define boundaries of process to be mapped 1.3 Identify process stakeholders to participate in mapping 1.4 Identify aspects to be mapped 1.5 Select process mapping technique to suit purpose 1.6 Identify sources of information to populate and validate process map
2. Map the process	2.1 Liaise with process stakeholders to discuss and identify steps in process 2.2 Review information gained about process steps to rank them into

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	critical, important and optional steps 2.3 Document agreed process steps using selected process mapping technique 2.4 Document aspects being mapped using selected process mapping technique and show how they relate to steps 2.5 Validate steps and techniques with internal or external sources of information
3. Apply the map	3.1 Analyse process map to ensure that it is fit for its intended purpose 3.2 Identify further changes needed to process map resulting from analysis 3.3 Validate changes and finalise process map

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret workplace documentation
- Writing skills to document process map
- Oral communication skills to confirm purpose of mapping, discuss process steps and validate map
- Numeracy skills to document any quantifiables being mapped.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are available from VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS403057 Map an operational process

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- map at least 2 operational processes using a different technique for each one.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- aspects of operational process that can be mapped including at least 4 of the following:
 - process activities
 - flow of information and/or documents
 - decision points
 - personnel and levels of responsibilities
 - cross-functional interactions
 - workflow and bottlenecks
 - quantifiables including lead time, work volume and handoffs
- techniques and purposes of process mapping including at least 2 of the following:
 - 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
- types of software that can be used in process mapping
- implications of including or excluding specific activities and people from the mapping process
- analysis and validation of process maps.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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