



Australian Government

MSS403058 Facilitate breakthrough improvements

Release: 1

MSS403058 Facilitate breakthrough improvements

Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS403054 Facilitate breakthrough improvements and MSS403043 Facilitate breakthrough improvements in an office.

Application

This unit describes the skills and knowledge required to facilitate implementation of discrete targeted improvement activities to achieve breakthrough improvements in selected processes, operations or products/services, typically to reduce waste (muda) identified through value stream mapping.

This unit applies to team leaders or others who provide guidance and support to assist a formal or ad hoc team to identify and implement improvements within a brief intensive project.

This unit applies to any organisation that is implementing continuous improvement 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. Prepare for improvement event	1.1 Engage team members in improvement event 1.2 Identify process or processes to be targeted in improvement event 1.3 Assist team members to identify how their own roles contribute to value to customer 1.4 Assist team to identify boundaries of event, including any imposed exclusions 1.5 Identify key process indicators, or key performance indicators, and other information required for improvement event 1.6 Identify skill needs for personnel engaged in breakthrough

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	improvement event and arrange for required training 1.7 Establish communication processes with sponsor and stakeholders
2. Identify improvements	2.1 Assist team to review current processes, operations or products/services and identify options for radical improvements 2.2 Facilitate team to evaluate options and agree on improvements to be made 2.3 Encourage and assist team to plan activities and identify metrics to be monitored 2.4 Facilitate allocation of resources and strategies to manage impact on routine work
3. Facilitate the event	3.1 Assist team to gather baseline data on selected metrics 3.2 Assist team to identify and address barriers to making improvements 3.3 Monitor team dynamics and facilitate team focus and cooperation 3.4 Liaise with sponsor to communicate progress and maintain their support
4. Evaluate improvements	4.1 Assist team to gather and interpret data on metrics 4.2 Facilitate team activities to evaluate outcomes of the event 4.3 Identify causes for areas of poor performance from changes and identify changes to address them 4.4 Report outcomes of event to sponsor and stakeholders
5. Embed improvements	5.1 Establish mechanisms to ensure new systems and practices are communicated to relevant personnel 5.2 Motivate team to apply new systems and practices and sustain improvements 5.3 Make, or initiate action for, updates to procedures to reflect new systems and practices

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 and report on outcomes communicate with stakeholders
- Oral communication skills to facilitate, encourage and assist team to participate; communicate with stakeholders
- Numeracy skills to interpret metrics and assist team to collect data.

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

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403054 Facilitate breakthrough improvements and MSS403043 Facilitate breakthrough improvements in an office.

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 MSS403058 Facilitate breakthrough improvements

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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:

- facilitate at least one breakthrough improvement event, with 2 or more other people, which identifies, implements and embeds at least one measurable improvement.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- how organisation operations and processes contribute to the value stream
- types of muda (waste) that may be found in the target processes, operations or products/services
- reasons for and impacts of exclusions and imposed exclusions
- the impact of setting boundaries on potential outcomes of project
- identification and use of metrics
- kaizen blitz (breakthrough improvement) techniques
- methods of embedding improvements
- methods of identifying and evaluating options
- work health and safety (WHS) requirements relevant to facilitating breakthrough improvements
- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - transparency and culture of learning
- techniques to facilitate communications based on respect for people and team expertise.
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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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