



Australian Government

MSS403059 Facilitate continuous improvement through the use of standardised procedures and practices

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills changed. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403055 Facilitate continuous improvement through the use of standardised procedures and practices.

Application

This unit describes the skills and knowledge required to assist others to use standardised work procedures and practices as a basis for continuous improvement in a competitive systems and practices context.

This unit applies to team leaders or others who have been given the authority to lead, facilitate and assist others in their regular work.

This unit applies to any organisation in any industry that is implementing 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. Facilitate application of standardised procedures	1.1 Ensure all required procedures are accessible by personnel 1.2 Assist personnel to access and interpret relevant procedures 1.3 Facilitate communications with personnel to identify and resolve barriers to achieving takt time and/or other aspects of standardisation 1.4 Provide information and guidance to assist personnel to apply standard procedures and practices
2. Facilitate identification of improvement	2.1 Analyse application of standardised procedures 2.2 Ask questions of personnel which lead them to identify improvement opportunities

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
opportunities	2.3 Encourage personnel to conceive and suggest improvements as routine 2.4 Facilitate development of suggestions and trying out of improvements in accordance with procedures
3. Standardise and sustain improvements	3.1 Facilitate updating of standard procedures and practices to reflect successful improvements in accordance with procedures 3.2 Check capability of personnel aligns with requirements of procedure 3.3 Provide capability support within own area of responsibility or recommend action to develop team capability

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Reading skills to interpret workplace documents and procedures
- Oral communication skills to encourage, guide and support personnel
- Numeracy skills to perform calculations using time, quantities, fractions and percentages.

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

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 MSS403059 Facilitate continuous improvement through the use of standardised procedures and practices

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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 work team for 2 cycles that include the use, improvement and updating of standardised procedures and practices in a competitive systems and practices environment.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- customer requirements including internal and external customers
- causes and impact of variability
- available procedures and how they are applied and updated
- how to calculate takt time and cycle time
- barriers to achieving takt time and how to resolve them
- types of muda that may be found in the process or work area being improved
- continuous improvements processes
- questioning techniques to elicit and develop improvement suggestions
- 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.

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, including:

- standardised procedure/s for the work area
- modelling of industry operating conditions, including:
 - functioning competitive systems and practices environment

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

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