



Australian Government

MSS403081 Ensure process improvements are sustained

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills section populated. Assessment Requirements changed. Supersedes and is equivalent to MSS403085 Ensure process improvements are sustained.

Application

This unit describes the skills and knowledge required to ensure that improvements that have been made are sustained as the new standard for team or work area.

This unit applies to team leaders, senior operators, technicians or tradespeople who are required to guide and assist others to support the integration of competitive systems and practices in an organisation.

This unit applies to any organisation 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.

Pre-requisite Unit

Nil

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. Examine previous improvements	1.1 Identify impact of previous process improvements to systems, equipment, operations or products in work area 1.2 Identify previous improvements that have not met objectives
2. Ensure corrective actions are implemented	2.1 Identify corrective actions that can be taken on process improvements that have not met objectives 2.2 Liaise with relevant people to confirm preferred corrective action 2.3 Obtain any required approvals 2.4 Arrange for the supply of resources

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	2.5 Check impacts of corrective action on work health and safety (WHS), quality and environmental systems in work area and take action in accordance with procedures 2.6 Ensure that self and others in team or work area have required skills for corrective actions 2.7 Monitor implementation of corrective action 2.8 Make required adjustments
3. Verify systems support improvement	3.1 Ensure procedures reflect improvements 3.2 Check that training and assessment activities in team or work area reflect improvements 3.3 Liaise with relevant people to ensure their support of new or modified system/s
4. Audit the change	4.1 Determine an audit period or cycle 4.2 Liaise with relevant people to identify agreed measures and indicators for the improvement 4.3 Measure performance at agreed times using agreed measures 4.4 Investigate causes of under-performance 4.5 Take corrective action to improve performance 4.6 Re-audit the improvement on an agreed basis

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 communicate workplace information for a range of audiences and purposes
- Oral communication skills to liaise with stakeholders to engage support
- Numeracy skills to measure performance against agreed metrics
- Learning skills to monitor own and others development needs.

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 MSS403085 Ensure process improvements are sustained.

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 MSS403081 Ensure process improvements are sustained

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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:

- complete at least 2 cycles that include both corrective action and audit for at least one previous improvement.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of muda that may be found in the process or work area being improved and options to reduce these
- practices and/or approaches that support sustained improvements
- possible causes of underperformance and approaches to addressing them
- work health and safety, quality and environmental issues that affect the team or work area
- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - transparency and culture of learning.
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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, including:
 - • functioning competitive systems and practices environment.

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

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