



**Australian Government**

# **MSS403085 Ensure process improvements are sustained**

**Release: 1**

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## **Modification History**

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

## **Application**

This unit describes the skills and knowledge required to ensure that the gains which have been made by using improved methods, processes and/or equipment are sustained as the new baseline or standard for an area of work and so prevent regression to former practices, or digression to less efficient practices.

This unit applies to individuals working in a team or work area who have already implemented competitive systems and practices related improvements in their own work and who must work effectively with others implementing competitive systems and practices to ensure that performance improvement gains are sustained.

The unit applies to team leaders, senior operators, technicians or tradespeople who are required to mentor others and integrate the application of their technical skills with the implementation of competitive systems and practices in an organisation. Employees will be required to problem solve, show initiative, plan, organise and manage own output and development.

The unit applies to all areas of an organisation, including production, maintenance, logistics and office functions.

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

## **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.

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|-------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1                                         | <b>Examine previous improvements</b>             | 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                                         | <b>Ensure corrective actions are implemented</b> | 2.1                                                                                             | Identify corrective actions that can be taken on process improvements that have not met objectives                                                               |
|                                           |                                                  | 2.2                                                                                             | Liaise with relevant people associated with the anticipated corrective action                                                                                    |
|                                           |                                                  | 2.3                                                                                             | Obtain any required approvals                                                                                                                                    |
|                                           |                                                  | 2.4                                                                                             | Arrange for the supply of resources                                                                                                                              |
|                                           |                                                  | 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                                                                                             | Check 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                                         | <b>Verify systems support improvement</b>        | 3.1                                                                                             | Verify 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 the new or modified system/s                                                                              |
| 4                                         | <b>Audit the change</b>                          | 4.1                                                                                             | Determine an audit period or cycle                                                                                                                               |
|                                           |                                                  | 4.2                                                                                             | Agree measures and indicators for the improvement                                                                                                                |
|                                           |                                                  | 4.3                                                                                             | Measure performance at agreed times using agreed measures                                                                                                        |

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Performance criteria describe the performance needed to demonstrate achievement of the element.

- 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.

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

## Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403002 Ensure process improvements are sustained.

## Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

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

# **Assessment Requirements for MSS403085 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:

- identified at least 1 previous improvement that has not met objectives and identified and implemented actions to correct this without adverse impact on other areas
- conducted at least 1 audit to measure the improvement from the change.

## **Knowledge Evidence**

There must be evidence the candidate has knowledge of:

- muda and its causes
- processes and procedures for the organisation relevant to the work area
- sustaining approaches, including poka yoke, baka yoke
- measures of performance relevant to the work area and the improvement.

## **Assessment Conditions**

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

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

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