



Australian Government

MSS404051 Mistake proof a process

Release: 1

MSS404051 Mistake proof a process

Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403087 Mistake proof an operational process and MSS403042 Facilitate mistake proofing in an office.

Application

This unit describes the skills and knowledge required to determine methods of mistake proofing an operational process and to facilitate and monitor implementation and embedding of the improvements.

This unit applies to technical experts, team leaders or others who have significant technical understanding of their own work and that of others, and who have the authority to facilitate change.

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 mistake proofing	1.1 Engage management and team or work group to gain support for implementing mistake proofing 1.2 Provide information to others about impact of errors and concept of mistake proofing 1.3 Identify and liaise with stakeholders to identify steps in processes and points where errors occur
2. Analyse process	2.1 Identify sources of variability and non-conformance in process against specifications and/or procedures 2.2 Identify critical control points in process

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	2.3 Analyse causes of variability and non-conformance 2.4 Analyse conditions under which errors occur 2.5 Identify root cause of the errors
3. Develop preventative options	3.1 Liaise with team members and other people to develop mistake proof options for performing operation 3.2 Develop evaluation criteria and apply to select mistake proofing options in line with management support 3.3 Develop implementation plans for selected mistake proofing activities and facilitate allocation of resources 3.4 Test and validate mistake proofing options
4. Implement permanent fix	4.1 Liaise with relevant people to have systems and procedures changed to implement solution 4.2 Liaise with relevant people to implement solution 4.3 Liaise with relevant people to ensure self and others in team or work area have appropriate skills 4.4 Follow through to ensure implementation occurs
5. Monitor implementation	5.1 Critically observe implementation 5.2 Compare results of implementation against the expected outcomes 5.3 Modify solution to improve outcomes 5.4 Audit change at agreed period or cycle 5.5 Address any observed deviation to ensure changes are sustained
6. Embed mistake proofing	6.1 Establish mechanisms to ensure new systems and/or practices are communicated to relevant personnel 6.2 Motivate others to apply new systems and/or practices 6.3 Ensure new systems and/or practices are reflected in relevant procedures 6.4 Ensure new systems and/or practices are reflected in future training and assessment

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 process documentation and/or procedures
- Writing skills to document and communicate outcomes of discussions, analysis and implementation
- Oral communication skills to facilitate input and assistance from others
- Numeracy skills to calculate cost and other waste (muda) and to identify variability and non-conformance.

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 MSS404051 Mistake proof a 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:

- facilitate development of at least 2 mistake proofing options and contribute to implementing and embedding at least one mistake proofing activity.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- person-focused and process-focused approaches to mistake proofing
- factors causing variability in the process and methods of controlling it
- typical errors related to the process, possible causes and control options
- selection and application of evaluation criteria including:
 - cost-benefit analysis
 - feasibility
 - regulatory compliance
 - perceived value to the customer
 - other factors identified as relevant by the organisation
- validation of mistake proofing proposals
- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - transparency and culture of learning
 - go and see and/or go to the source decision-making
- techniques to facilitate communications based on respect for people and team expertise
- techniques to promote a safe respectful environment for communication and 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.

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

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