



Australian Government

MSS405010 Manage relationships with non-customer external organisations

Release: 1

MSS405010 Manage relationships with non-customer external organisations

Modification History

Release 1. Supersedes and is equivalent to MSS405010A Manage relationships with non-customer external organisations

Application

This unit of competency covers the skills and knowledge required to identify and manage relationships with non-customer external organisations, such as community groups, other businesses, training providers, research organisations and government departments.

This unit applies to a person who has policy responsibility in an organisation for managing external relationships that may impact on the performance, community standing or regulatory compliance of the organisation. Examples of the application of this unit include department leaders, managers or similar. The unit covers managing a range of external organisations to the maximum benefit of the organisation and the organisation's customers while also identifying areas of mutual interest and benefit with the external organisations. Relationships may or may not be initiated by the person's own organisation.

This unit does not cover the analysis and improvement of relationships between members of a value stream, such as suppliers and customers.

This unit primarily requires the application of skills associated with communication in gathering, analysing and applying information and consulting with stakeholders. Problem solving, initiative and enterprise, and planning and organising are also required. This unit also requires aspects of self-management and learning to ensure feedback and new learning is integrated into relationship systems and expectations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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 | Identify mutual interest | 1.1 | Clarify the reason contact was/is to be made for each relevant external organisation. |
| | | 1.2 | Gather information on extent of past contact and any positive or negative outcomes for own and external organisation. |
| | | 1.3 | Identify expectations of initiating organisation. |
| | | 1.4 | Analyse the breadth, depth and complexity of external organisations' expectations. |
| | | 1.5 | Discuss expectations, ability to meet those expectations, and areas of mutual interest with relevant internal and external representatives. |
| | | | |
| 2 | Determine contribution of relationship | 2.1 | Identify any value contributions from relationship. |
| | | 2.2 | Identify muda (waste) arising from relationship. |
| | | 2.3 | Classify muda (waste) as necessary or unnecessary. |
| | | 2.4 | Set key performance indicators (KPIs) for future relationship. |
| | | | |
| 3 | Manage the relationship | 3.1 | Measure current performance of relationship against expectations and KPIs. |
| | | 3.2 | Develop systems to enhance mutual benefit and value contributions from relationship. |
| | | 3.3 | Develop systems to minimise and control necessary muda without causing harm. |
| | | 3.4 | Eliminate unnecessary muda, where possible, without causing harm. |
| | | 3.5 | Monitor KPIs and determine future strategy for the relationship. |
| | | 3.6 | Continue to manage or terminate the relationship in a |

manner which enhances the organisation.

Foundation Skills

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

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Competitive systems and practices include one or more of:

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Reasons for contact include one or more of:

- research
- innovation
- mutual cooperation
- strategic alliances
- computer (or other) technology

- emergency response
- other mutual interests/benefits.

Categories of muda (waste) include one or more of:

- excess production and early production
- delays
- movement and transport
- poor process design
- inventory
- inefficient performance of a process
- making defective items
- activities which do not yield any benefit to the organisation or any benefit to the organisation's customers.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS405010A Manage relationships with non-customer external organisations

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSS405010 Manage relationships with non-customer external organisations

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include the ability, for one (1) or more non-customer external organisation, to:

- analyse the value and muda (waste) in relationships
- implement changes to relationships to improve outcomes for their organisation and its customers
- monitor outcomes of a relationship against key performance indicators (KPIs)
- communicate complex information to external representatives using a variety of methods and mediums.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to manage relationships with non-customer external organisations, including knowledge of:

- strategic requirements of own organisation
- strategic benefits to the organisation from liaisons with external organisations
- possible external organisations which may offer benefits
- benefits which can be offered to the external organisations
- customer benefits/features from products and processes of own organisation
- muda (waste) elimination
- formal problem-solving procedures (e.g. RCA).

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of the workplace

- will typically include a supervisor/third-party report focussing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
- must include managing relationships with non-customer organisations external to own workplace
- will typically include the use of information and communication technology and responding to problems.
- Assessment should use real non-customer organisations external to the operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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