



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