



Australian Government

Assessment Requirements for MSS405047

Undertake analysis of cost and waste in terms of customer value

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS405031 Undertake value analysis of product or process costs in terms of customer requirements.

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:

- determine cost, value and waste with reference to customer perceived value of at least one process, product or service
- identify, evaluate and recommend improvements.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- cost components, direct and indirect costs
- sources of information to identify customer perceived value
- factors influencing saleability
- impact of features and benefits on customer-perceived value, sales, market share and firm's profitability
- major costs which are controllable (and how to control them)
- types of muda
- how to distinguish between appropriate costs and muda
- methods of reducing appropriate costs and muda.

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, including:
 - information on customer perceived value in relation to process, product or service
- modelling of industry operating conditions.

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

Links

Companion Volume Implementation Guides are found in VETNet -

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