



Australian Government

MSS407002 Review operations practice tools and techniques

Release: 1

MSS407002 Review operations practice tools and techniques

Modification History

Release 1. Supersedes and is equivalent to MSS407002A Review operations practice tools and techniques

Application

This unit of competency covers the skills and knowledge required to apply continuous improvement to the use of competitive systems and practices tools and techniques, that is, facilitating the right use of the right tool at the right time and reviewing its application.

This unit is intended for team leaders and people with a similar sphere of influence and scope of authority and responsibility. It covers the reviewing of competitive tools used by an organisation which has already embarked on a competitive systems and practices path and is driven by the pull of its customers.

The unit includes checking that the relevant competitive systems and practices tools are being consistently and correctly applied across the entire organisation to enhance customer and organisation value. It also includes reviewing the processes used to identify when additional or different competitive systems and practices tools should be applied.

This unit applies to individuals who have a broad knowledge of all major competitive tools with in-depth application knowledge of several tools which are relevant to the organisation and familiarity with a define, measure, analyse, improve, control (DMAIC), or similar, approach.

This unit may also be applied to service organisations applying competitive systems and practices principles.

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 Performance criteria describe the performance needed to

essential outcomes.	demonstrate achievement of the element.
1	Review the use of competitive systems and practices tools
1.1	Identify which competitive tools are being used in the work area.
1.2	Define the outcomes expected from each tool.
1.3	Observe and measure the actual outcomes being achieved.
1.4	Identify gaps between actual outcomes and planned outcomes.
1.5	Determine if the tools are being used as intended.
1.6	Review tool use and determine if the most appropriate tool is being used.
1.7	Audit health, safety and environment (HSE) impacts from the use of tools.
1.8	Identify any system/process issues impeding the tools delivering their expected outcomes.
1.9	Identify any gaps between tool capability and customer benefit requirements.
2	Recommend changes to the use of competitive systems and practices tools
2.1	Define required further improvements identified.
2.2	Prioritise required further improvements.
2.3	Identify gaps inhibiting tool use.
2.4	Recommend system and process changes, as required, to improve tool use.
2.5	Recommend alternative or additional tools, as required, to achieve organisation requirements.
2.6	Obtain required authorisations for changes.
3	Facilitate the better use of competitive systems and
3.1	Facilitate training or other resources needed, as required, to improve tool use.
3.2	Facilitate system and process changes, as required, to improve tool use.

- | | | |
|------------------------|-----|--|
| practices tools | 3.3 | Facilitate the introduction and use of new tools, as required. |
| | 3.4 | Initiate procedures for sustaining the changes. |

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: | <ul style="list-style-type: none"> • 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. |
| The definition of improvements | <ul style="list-style-type: none"> • a specification of the problem/capability gap being addressed • a specification of how that problem/gap will be solved/filled |

- include one or more of:**
- a statement of the intended benefits of the solution
 - a statement of the indicators of progress and success.
- DMAIC approach includes all of:**
- define
 - measure
 - analyse
 - improve
 - control and standardise.
- Organisation includes:**
- any part of an operations or service organisation
 - companies, government bodies or other body of people aiming to produce a product to service a customer.
- Team leader includes one or more of:**
- a person designated as team leader
 - a person who has a team facilitation function, formally or otherwise.
- Gaps inhibiting tool use include one or more of:**
- competency gap of employees in own or other value stream organisation
 - lack of management or employee support
 - lack of financial or other resources
 - inadequate data.
- Sustaining improvement includes one or more of:**
- standard procedures and work instructions
 - standard practice
 - other relevant documents and practices.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS407002A Review operations practice tools and techniques

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 MSS407002 Review operations practice tools and techniques

Modification History

Release 1. Supersedes and is equivalent to MSS407002A Review operations practice tools and techniques

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 work areas/sections/departments, to:

- critically review the use of competitive tools
- take a DMAIC (or similar) approach
- compare actual outcomes to planned outcomes
- discriminate between the causes of suboptimal performance
- recommend appropriate changes to tools used, tool usage and/or tool implementation.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to review the use of competitive tools used by the organisation, including knowledge of:

- competitive systems and practices tools
- identification and elimination of muda (waste)
- organisation processes and products
- applications and limitations of different competitive systems and practices tools
- typical benefits for customers from implementation of competitive systems and practices tools
- DMAIC process applied to competitive systems and practices tool use
- approvals and delegations within the organisation
- procedures, including processes for updating and drafting of procedures.

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 is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria

- multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project where competitive tools are reviewed for the right use of the right tool at the right time in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence 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.

Links

Companion Volume implementation guides are found in VETNet -

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