



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 essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 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. |

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| | | 2.6 | Obtain required authorisations for changes. |
| 3 | Facilitate the better use of competitive systems and practices tools | 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. | |
| 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:**
- 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 include one or more of:	• a specification of the problem/capability gap being addressed • a specification of how that problem/gap will be solved/filled • 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

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Links

Companion Volume implementation guides are found in VETNet -

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