



Australian Government

MSS407010 Improve visual management in the workplace

Release: 1

MSS407010 Improve visual management in the workplace

Modification History

Release 1. Supersedes and is equivalent to MSS407010A Improve visual management in the workplace

Application

This unit of competency covers the skills and knowledge required to assess current visual management strategies and techniques in the workplace and improve the application of visual management strategies and techniques and their integration into the overall competitive improvement approach of the organisation.

This unit applies to improving an organisation's visual management in the workplace. The level of existing visual management is not required to be extensive for the unit to apply. This unit covers examining the workplace to determine the effectiveness of current visual management strategies and tools, the determination of additional/alternative visual management strategies and tools, and their integration into overall improvement strategies within the organisation.

The visual management may be applied to the whole organisation or a production area or a support area and can either be active visual management strategies, such as operator controlled status indicators, or passive, such as information boards or information islands containing production and other data, to give employees access to production, work health and safety (WHS), equipment availability or other data.

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 | Determine | 1.1 | Identify current visual management activities and |
|---|------------------|-----|---|

	current visual management activities and information needs		provided information.
		1.2	Establish extent of linkage of visual management activities and provided information to other competitive systems and practices strategies and techniques.
		1.3	Identify problems and improvements which could be made.
		1.4	Determine root cause of problems.
		1.5	Determine visual management techniques and information needs for improvement to occur.
		1.6	Determine benefit which would accrue from improvement and cost of providing the information.
2	Choose which things to display visually	2.1	List all valuable information identified.
		2.2	Rank possible information based on benefit/cost or other agreed basis.
		2.3	Agree on the critical information and possible information sources which should be included in the visual management system.
		2.4	Negotiate the provision of this critical information to an adequate precision and in a timely manner.
3	Choose display method	3.1	Choose the most appropriate display method for each item of critical information.
		3.2	Determine the most appropriate location for the visual display of each item of critical information.
		3.3	Determine the appropriate source and approving authority for display information.
		3.4	Review the chosen information, information source, display method and location to ensure the right display of the right information.
		3.5	Validate data/information as required by methodology.

4	Review the results of visual management	4.1	Review actual benefit gained and the actual cost of providing the information.
		4.2	Validate the appropriateness of the information provided for delivering the intended outcome.
		4.3	Initiate appropriate improvements to the visual management system.
		4.4	Follow through on improvement actions to ensure they are fully implemented.

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.
Methods for displaying information include one or more of:	• colour coding • pictures/graphics • kanban cards • coloured lines • signage • labelling • control boards • area information boards • gauges and dials • checklists • Gantt charts.
Where to display includes one or more of:	• at the machine or cell/on the plant or equipment (e.g. performance feedback and process conditions) • at a workstation (e.g. work instructions) • on a control panel • centrally (e.g. general plant or team information) • visible to all (e.g. Andon lights and HSE alarms).

Unit Mapping Information

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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 MSS407010 Improve visual management in the workplace

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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 production/support areas, to:

- assess current visual management displays, strategies and effectiveness
- determine visual management improvement strategy
- undertake visual management improvement
- implement (or initiate and follow through on the implementation of) the actions which flow from the visual management project
- examine the outcomes and identify improvements.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to improve an organisation's visual management, including knowledge of:

- concept of value and value-add in terms of the customer
- understanding of the organisation's operations and processes subject to visual management
- visual management techniques
- visual management strategies to provide information to employees
- the application of visual management as part of the overall competitive improvement approach of the organisation.

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 an operational workplace is examined to determine the effectiveness of the current visual management strategies and tools and determination made regarding integration of additional/alternative visual management strategies and tools.
- 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.

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