



Australian Government

MSS407016 Lead a process to determine and solve root cause for a complex problem

Release: 1

MSS407016 Lead a process to determine and solve root cause for a complex problem

Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge required to guide or lead a problem-solving process to solve complex and/or unusual problems. The problem-solving process will usually involve the use of either real or nominal groups to determine the root cause and propose the solution.

This unit applies to managers and/or technical experts who are confronted by complex problems to which they need to develop a solution. The problem may be related to any area or process within the organisation or in the value stream and may have been formally presented to the individual for consideration or arise as part of other work.

The person may or may not have the required technical expertise for the particular problem, although the problem will require technical expertise to be solved. The problem may be capable of being adequately defined at the beginning of the problem solving activity, or may be progressively defined through continued iterations of the problem-solving activity.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

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.

- | | | | |
|---|------------------|-----|--|
| 1 | Recognise | 1.1 | Identify a complex issue which needs to be addressed |
|---|------------------|-----|--|

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
complex problem		1.2	Undertake an initial investigation of the issue
		1.3	Determine initial areas of expertise and data which may be required to analyse the problem
		1.4	Write an initial definition of the problem
2	Develop problem-solving methodology	2.1	Draft a problem-solving methodology
		2.2	Develop required approaches and protocols for obtaining required data and information
		2.3	Establish group to assist with problem solving
		2.4	Allocate tasks, responsibilities and reporting arrangements to group
		2.5	Develop arrangements for consultation with required people outside of group
3	Analyse problem	3.1	Apply methodology
		3.2	Obtain data and information
		3.3	Review problem definition
		3.4	Review methodology
		3.5	Obtain additional data and information
4	Identify root cause	4.1	Map causal links for the problem
		4.2	Determine indicators of the problem or the problem precursors
		4.3	Identify causes which can be controlled
5	Develop a	5.1	Develop solutions for controllable causes

Elements describe the essential outcomes.

solution

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

- 5.2 Determine cost benefit for proposed solutions
- 5.3 Investigate proposed solutions for efficacy
- 5.4 Select the best available solution
- 5.5 Obtain support and authorisations for proposed solution

6 **Check problem is solved and standardised**

- 6.1 Monitor indicators of problem and problem precursor
- 6.2 Review problem solution and implementation
- 6.3 Confirm solution is standardised

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS407012 Lead a process to determine and solve root cause for a complex problem.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

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

Assessment Requirements for MSS407016 Lead a process to determine and solve root cause for a complex problem

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- led a process to determine and solve root cause for at least 1 complex problem.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- organisational goals, products and processes
- sources of data (actual and possible) within the organisation and the value stream
- techniques and methodologies of formal problem solving
- data required for problem solving and alternative or proxy data sources
- cost benefit analysis
- strategies for facilitation of real groups (physical and face to face) and nominal groups (never meets and may not know each other).

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

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

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