



**Australian Government**

# **MSS407017 Review continuous improvement processes**

**Release: 1**

# MSS407017 Review continuous improvement processes

## 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 undertake the local level review and further development of an existing continuous improvement (kaizen) process.

This unit applies to team leaders or managers with influence, authority and responsibility over teams and who have a role in leading improvement processes in a competitive systems and practices environment.

This unit applies to the review of existing continuous improvement processes in a team, area or department environment, or a small or medium sized enterprise.

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 | <b>Review continuous improvement practice</b> | 1.1 | Review performance against current key performance indicators (KPIs) |
|   |                                               | 1.2 | Review KPIs for ongoing relevance                                    |
|   |                                               | 1.3 | Review current state of continuous improvement processes             |
|   |                                               | 1.4 | Audit sustainability (social, ecological and economic)               |

|                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes.                 | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                           | changes resulting from continuous improvement activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                           | 1.5 Analyse problems to determine root cause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                           | 1.6 Identify areas for improvement to KPIs and continuous improvement processes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>2 Develop plan for enhancing improvement processes</b> | <p>2.1 Prioritise areas requiring action</p> <p>2.2 Develop solutions, including taking into account the impact of the solution on any codes of practice, standards, contracts and commercial or industrial agreements</p> <p>2.3 Discuss solutions and implications with stakeholders</p> <p>2.4 Compare outcomes from solutions to competitive systems and practices philosophy</p> <p>2.5 Choose actions which are most compatible with competitive philosophy</p> <p>2.6 Draft implementation plan for chosen action</p> <p>2.7 Obtain required approvals and modify plan</p> |
| <b>3 Implement enhanced improvement process</b>           | <p>3.1 Communicate changes to improvement processes to team members</p> <p>3.2 Resolve issues and problems identified by team members</p> <p>3.3 Obtain sign-off from process or system owner</p> <p>3.4 Arrange for skills development to implement improvement processes</p> <p>3.5 Arrange for required resources to be available</p> <p>3.6 Establish and implement KPIs for modified continuous improvement process</p> <p>3.7 Implement planned changes</p>                                                                                                                 |

Elements describe the essential outcomes.

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

3.8 Check the planned improvements have occurred

3.9 Take action to sustain improvement by standardising

## 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 MSS407013 Review continuous improvement processes.

## 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 MSS407017 Review continuous improvement processes

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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:

- reviewed continuous improvement (kaizen) processes of at least 1 of the following:
  - team
  - area or department environment
  - or a small or medium sized enterprise.

## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- kaizen processes and their implementation
- KPIs, their relevance, contributions and distinction between KPIs leading to suboptimal performance and those optimising the whole, including their:
  - appropriateness
  - currency
  - unintended consequences
  - signal and noise
- bases for comparing outcomes of solutions
- resource considerations
- competitive systems and practices tools relevant to the organisation and the processes
- legislation, regulation, codes of practice, contracts for work role
- sustainability principles relevant to the process
- influence, persuasion and negotiation methods.

## 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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