



Australian Government

MSS407018 Review operations practice tools and techniques

Release: 1

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Modification History

Release 1. Unit code changed. Name changed. Application changed. Performance criteria changed. Range of conditions removed. Foundation skills information added. Assessment requirements changed. Supersedes and is equivalent to MSS407002 Review operations practice tools and techniques.

Application

This unit describes 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 applies to 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 that 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 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

Competency Field

Competitive systems and practices

Unit Sector

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential	Performance criteria describe the performance

outcomes.	needed to 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 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 system and process issues impeding the tools delivering their expected outcomes
	1.9	Identify gaps between tool capability and customer benefit requirements
2. Recommend changes to the use of competitive systems and practices tools	2.1	Define required improvements
	2.2	Prioritise required improvements
	2.3	Identify gaps inhibiting tool use
	2.4	Recommend system and process changes to improve tool use
	2.5	Recommend alternative or additional tools to achieve organisation requirements
	2.6	Obtain required authorisations for changes
3. Facilitate the better use of competitive systems and practices tools	3.1	Facilitate training and access resources needed to improve tool use
	3.2	Facilitate system and process changes to improve tool use

	3.3	Facilitate the introduction and use of new tools
	3.4	Initiate procedures for sustaining the changes

Foundation Skills

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

Range of Conditions

Unit Mapping Information

Supersedes and is equivalent to MSS407002 Review operations practice tools and techniques.

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>