



Australian Government

MSS407019 Facilitate improvements in the internal value stream

Release: 1

MSS407019 Facilitate improvements in the internal value stream

Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS407004 Facilitate improvements in the internal value stream.

Application

This unit describes the skills and knowledge required to deal with internal value stream members to improve the overall effectiveness of the value stream, so delivering greater value to the customer. This unit applies to improvement practices which an individual might use within their own team or work area to other teams or work areas within the value stream and covers areas where value stream issues impact on the overall ability of the organisation to continue to improve and offer better value to the customers.

This unit applies to team leaders or people in equivalent positions who have contact with internal value stream members outside their own team and who are involved with competitive systems and practices, formal problem solving and root cause analysis (RCA), leading change, and reducing costs.

The unit applies to 'gate-to-gate' value streams.

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

Nil.

Competency Field

Competitive systems and practices

Unit Sector

Elements and Performance Criteria

Elements	Performance Criteria	
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
1. Identify opportunities for	1.1	Identify past improvements which have been implemented but have not delivered intended

continued improvement		benefits
	1.2	Identify suggested improvements which have not yet been implemented
	1.3	Discuss and identify with team members new improvement opportunities
	1.4	Determine which of these improvements have been or may be restricted by value stream members
	1.5	Suggest factors causing this restriction
	1.6	Select improvements for further study
2. Study restrictions to further improvement with value stream member	2.1	Arrange meeting with suitable representatives of the value stream member
	2.2	Outline the opportunities for improvement and current or anticipated restrictions
	2.3	Work with value stream representatives to determine root cause of restrictions
	2.4	Work with value stream member to identify solutions to problem
	2.5	Define outcomes from proposed changes
3. Develop a consensus approach to implementing improvements	3.1	Calculate cost-benefit to value stream member from the proposed changes
	3.2	Calculate cost-benefit to own process from the proposed changes
	3.3	Decide whether the proposed improvements will result in a valuable improvement to the end customer
	3.4	Determine health, safety and environment (HSE) impacts of the change
	3.5	Agree on proposed changes with stakeholders
4. Obtain required approvals	4.1	Write a formal proposal for the proposed changes
	4.2	Submit proposal for all required approvals from

		stakeholders
	4.3	Modify proposal in liaison with all key stakeholders
	4.4	Obtain sign-off in accordance with procedures
5. Measure and communicate gains	5.1	Agree indicators and metrics of success of proposed changes with stakeholders
	5.2	Make arrangements for data collection
	5.3	Make arrangements for the data to be analysed and presented in an agreed format to stakeholders
	5.4	Agree and write the communication plan
	5.5	Liaise with stakeholders to implement changes as agreed and approved.
6. Review change	6.1	Analyse results of change
	6.2	Identify areas which have not met predicted outcome (positive and negative)
	6.3	Determine cause of target not being met
	6.4	Take action to improve the value stream
	6.5	Take action to sustain improvement by standardising

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 MSS407004 Facilitate improvements in the internal value stream.

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 MSS407019 Facilitate improvements in the internal value stream

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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:

- facilitated at least 1 of the following in an internal value stream:
 - 1 improvement that has not delivered intended benefits
 - 1 improvement that has been restricted (stalled improvement)
 - 2 improvements that have not been subjected to restriction (fresh).

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- negotiation, influence and persuasion techniques
- the causes of restriction and obstruction by people and methods of dealing with it
- methods of selling and pitching improvement projects
- data manipulation techniques
- methods of determining benefits from and costs of change
- cost-benefit analysis
- root cause analysis (RCA)
- how standardising sustains improvement.

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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