



Australian Government

MSS407020 Undertake a qualitative review of a process change

Release: 1

MSS407020 Undertake a qualitative review of a process change

Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS407005 Undertake a qualitative review of a process change.

Application

This unit describes the skills and knowledge required to review changes made in the operations systems, process or environment to ensure they result in improvement, that gains are maintained and that gains are used as a basis for further gains. The unit includes consensus decision making and methods for capturing information on implemented changes, including quantitative and qualitative reports and informal conversations with people to make sure gains are maintained and ways are found to build on them.

This unit applies to team leaders and people with a similar sphere of influence and scope of authority and responsibility and who have knowledge of competitive systems and practices, continuous improvement and locking in improvements.

This unit covers the skills required for a qualitative approach to the review of a process change or a group of changes. This unit reviews both intended and unintended consequences of change and the effectiveness of the implementation of the change.

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. Study a change	1.1	Identify changes that have occurred
	1.2	Select a change, or group of related changes, to analyse
	1.3	Determine the initiation of the selected change
	1.4	Gather, read and review information on the situation within the organisation and along the value stream prior to the change
	1.5	Gather, read and review information on the implementation of the change
	1.6	Gather, read and review information on the intended benefits of the change
	1.7	Gather, read and review information on the situation within the organisation and along the value stream after the change
	1.8	Determine whether results of change have been constant or have changed over time
	1.9	Collate and prepare gathered information for distribution
2. Agree results of change with stakeholders	2.1	Present and discuss collected information with stakeholders
	2.2	Modify collected information based on stakeholder input
	2.3	Develop a consensus view of the result of the change which is supported by the information available
	2.4	Validate the consensus view with stakeholders
3. Identify future improvements	3.1	Discuss lessons learned from the reviewed change with stakeholders
	3.2	Capture key knowledge from the review of the change in accordance with systems and procedures
	3.3	Identify future improvements in collaboration with team members
	3.4	Record identified future improvements and validate with stakeholders
	3.5	Obtain required sign-off
	3.6	Start the process for implementing future improvements

	3.7	Check that planned improvements have occurred
	3.8	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 MSS407005 Undertake a qualitative review of a process change.

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 MSS407020 Undertake a qualitative review of a process change

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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:

- undertaken at least 1 qualitative review of a process change or group of changes to determine consequences and effectiveness and identify future improvements.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- qualitative research techniques, including surveys, interviews, walking around (gemba walk), structured and unstructured interviews, formal and informal interviews, review of organisation records, review of process history
- trends and causal relationships
- influence, persuasion and negotiation techniques
- kaizen and kaizen blitz processes
- communication techniques
- report and presentations techniques.

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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