



Australian Government

MSS407021 Respond to a major non-conformance

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS407007 Respond to a major non- conformance.

Application

This unit describes the skills and knowledge required to lead a response at a team or area level to a major non-conformance which could have severe business impacts.

The unit can be applied to subsections of an organisation, such as a team, area or department, or in the case of a small or medium sized enterprise (SME), to the whole organisation.

This unit applies to team leaders and people with a similar sphere of influence and scope of authority and responsibility and covers the skills required to respond to a situation where people, processes, equipment or systems fail to meet requirements (there is a major non-conformance) for whatever reason, and this will have significant business consequences. The non-conformance may be anywhere in the value stream, not necessarily in the team, department or area which needs to respond. Many teams, departments or areas may need to respond. However, this unit applies to the skills needed to lead a single team, department or area response.

This unit applies to skills for implementing appropriate responses to contain the situation, including not allowing it to accelerate or cascade. It also describes skills to minimise the adverse consequences while doing what can be done at the team, department or area level to remedy the situation.

This unit may be also applied to service organisations applying competitive systems and practices principles.

This unit does not cover the specialist skills required to contain or remediate an emergency non-conformance, such as a fire or explosion. Relevant emergency management skills from other Training Packages should be accessed for these skills. It may be applied to responding to the impact of an emergency such as a fire or loss of containment.

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 Elements describe the essential outcomes.	Performance Criteria Performance criteria describe the performance needed to demonstrate achievement of the element.	
1. Define extent and nature of non-conformance	1.1	Identify target performance prior to non-conformance
	1.2	Determine commencement and expected duration of non-conformance
	1.3	Determine impact of non-conformance on target performance
	1.4	Determine impact of non-conformance on ecological, economic and social sustainability performance
	1.5	Determine impact of non-conformance on maintenance performance
	1.6	Liaise with customers to determine minimum acceptable performance during period of non-conformance
	1.7	Define non-conformance in terms of customer requirements and target performance
2. Determine priorities and actions	2.1	Develop possible responses appropriate to the situation
	2.2	Determine timing of responses
	2.3	Identify required resources for the responses developed
	2.4	Evaluate and shortlist responses
	2.5	Select responses and obtain necessary approvals
	2.6	Organise resources in accordance with procedures
3. Identify information needs	3.1	Determine the information needs of stakeholders
	3.2	Identify the sources of required information
	3.3	Arrange to collect required information
	3.4	Obtain authorisation to disseminate information

	3.5	Report information to stakeholders
4. Implement response	4.1	Initiate response and establish data and information collection procedures
	4.2	Analyse data and information as it comes to hand
	4.3	Determine progress of response to achieving required outcomes
	4.4	Modify response, including deployment of resources, to better achieve desired outcomes
5. Establish plan to return to normal conformance	5.1	Determine root cause of non-conformance and analyse to determine likely preventative measures
	5.2	Develop remedial plan to eliminate root cause
	5.3	Obtain required sign-off for planned action
	5.4	Implement remedial plan and establish normal conformance
6. Conclude and review response	6.1	Conduct a debrief and complete reports
	6.2	Evaluate and review response and procedures
	6.3	Evaluate and document effectiveness of the response function and its interaction and communication with stakeholders
	6.4	Recommend improvements to prevent a recurrence and improve response for non-conformances
	6.5	Communicate reports in accordance with procedures

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 MSS407007 Respond to a major non-conformance.

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 MSS407021 Respond to a major non-conformance

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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:

- responded to at least 1 of the following major non-conformances:
 - breakdown of critical plant or equipment
 - commercial or legal problem which affects the ability to produce to requirements
 - excessive absences of key personnel due to illness or transport breakdown
 - failure of the transport system to make deliveries to customers or from suppliers
 - failure to receive a delivery
 - major incident
 - loss of containment
 - major supply shortage or price increase
 - problem in the process which fails to produce product or only produces non-conforming product
 - receiving a delivery that is out of specification
 - security situation preventing key personnel from performing their duties and deliveries being made.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of non-conformances and their consequences
- principles of ecological, economic and social sustainability
- prioritisation of business impacts based on key indicators, including:
 - effect on error rates and defects
 - loss of or delay in supply of materials or components
 - loss or severe restriction of process capability
 - loss of transport from or to operational centre or process facility
 - unplanned increases in costs of materials or services
 - increases in the cost of finance and capital
 - sudden change in regulatory requirements

- prioritisation of responses based on business and customer needs, including:
 - customer requirements
 - the philosophies and strategies of the organisation
 - health, safety, environment (HSE) requirements
 - delivery, statutory and contractual requirements
- negotiation methods
- stress management 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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