



Australian Government

MSS407022 Facilitate improvements in the external value stream

Release: 1

MSS407022 Facilitate improvements in the external 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 MSS407009 Facilitate improvements in the external value stream.

Application

This unit describes the skills and knowledge required to work with value stream members to improve the overall effectiveness of the value stream, so delivering greater value to the customer. It includes other organisations within the value stream or supply chain.

This unit applies to managers and team leaders with appropriate authority and others with similar authority and responsibility for working with value stream members outside their own organisation. The value streams are referred to as 'source-to-destination' value streams.

The unit includes the use of skills to resolve issues from one or more value stream members which impact on the overall ability of the value stream to continue to improve and offer better value to the customers. The improvement practices may (or may not) have been used previously within their own organisation, other teams and organisations within the value stream.

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. Establish scope of value stream	1.1	Identify key individuals within value stream

activity		organisations
	1.2	Jointly identify possible areas of study
	1.3	Agree on a protocol for undertaking value stream improvement activities
	1.4	Confirm special conditions of activity
2. Study possible value stream improvements	2.1	Arrange meeting with suitable representatives of the value stream members
	2.2	Agree on extent of current implementation of competitive systems and practices in value stream
	2.3	Agree on opportunities for improvement and current or anticipated restrictions
	2.4	Work with value stream representatives to determine root cause of restrictions
	2.5	Work with value stream member to identify possible solutions to problem
	2.6	Define outcomes from proposed changes
3. Develop a consensus approach to implementing improvements	3.1	Calculate cost-benefit to each value stream member from the proposed changes
	3.2	Decide whether the proposed improvements will result in a perceived improvement to the end customer
	3.3	Determine ecological, economic and social sustainability impacts of the change
	3.4	Agree on proposed change with key stakeholders
4. Obtain required approvals	4.1	Write a formal proposal for the changes
	4.2	Submit proposal for required approvals from stakeholders
	4.3	Modify proposal in liaison with all key stakeholders
	4.4	Obtain required sign-off in accordance with procedures
5. Measure and communicate gains	5.1	Agree indicators and metrics of success of proposed

		changes
	5.2	Facilitate the collection of necessary data
	5.3	Arrange for the data to be analysed and presented in an agreed format to the agreed stakeholders
	5.4	Agree on 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 where planned improvements have occurred
	6.3	Take action to sustain improvement by standardising
	6.4	Identify areas which have not met predicted outcome (positive and negative)
	6.5	Determine cause of target not being met
	6.6	Take action to improve the value stream

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 MSS407009 Facilitate improvements in the external 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 MSS407022 Facilitate improvements in the external 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 improvement to the external value stream for an organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- principles of ecological, economic and social sustainability
- influence, persuasion and negotiation techniques
- metrics to demonstrate cost-benefit ratios
- cost-benefit analysis
- root cause analysis (RCA)
- development of consensus
- competitive systems and practices tools and techniques relevant to value stream members
- regulatory issues which may arise from cooperation and how to avoid them
- value stream mapping and analysis.

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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