



**Australian Government**

# **MSS407029 Improve visual management in the workplace**

**Release: 1**

# MSS407029 Improve visual management in the workplace

## Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS407010 Improve visual management in the workplace.

## Application

This unit describes the skills and knowledge required to review and improve visual management in the workplace.

This unit applies to supervisors, managers and others who have been given the responsibility to review the effectiveness of current visual management strategies and tools for an organisation, or a section thereof, and determine, implement and evaluate improvements.

In this unit visual management strategies may be active, such as operator controlled status indicators, or passive, such as information boards or information islands containing production or other data. Typically the visual management strategies will give employees access to production, work health and safety (WHS), equipment availability or other data.

This unit applies to any organisation that is implementing continuous improvement or more formal competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

## Competency Field

Competitive systems and practices

## 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. Determine current visual management activities and information needs | 1.1 Inspect current visual management activities and information they provide<br>1.2 Seek input from operational personnel on effectiveness of current activities and additional information needs<br>1.3 Liaise with stakeholders to identify successes and problems in relation to current visual management activities and determine root cause/s of problems<br>1.4 Review linkage of current activities with organisational approach to |

| Elements                                   | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes.  | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                            | <p>continuous improvement and/or competitive systems and practices to identify areas for potential visual management improvements</p> <p>1.5 Review feedback and information gathered to determine priority areas for potential visual management improvements in line with organisational approach to continuous improvement and/or competitive systems and practices</p> <p>1.6 Develop options for visual management activities in priority areas</p> <p>1.7 Select improvements to be made with reference to benefit which would accrue from improvement options and cost of providing information</p>                                                                                              |
| 2. Choose which things to display visually | <p>2.1 Document list of information identified as relevant to visual management improvements</p> <p>2.2 Rank possible information based on benefit/cost or other agreed basis</p> <p>2.3 Liaise with stakeholders to determine critical information and possible information sources to be included in visual management system</p> <p>2.4 Negotiate provision of critical information to level of precision aligned to identified needs</p>                                                                                                                                                                                                                                                            |
| 3. Choose display method                   | <p>3.1 Liaise with stakeholders to determine language, style and communication methods suited to target personnel</p> <p>3.2 Choose most appropriate display method for each item of critical information to meet personnel needs</p> <p>3.3 Determine most appropriate location for visual display of each item of critical information to maximise access for relevant personnel</p> <p>3.4 Determine appropriate source and approving authority for display information</p> <p>3.5 Review chosen information, information source, display method and location and amend as needed to ensure accuracy and effectiveness</p> <p>3.6 Validate data and/or information as required for chosen method</p> |
| 4. Review the results of visual management | <p>4.1 Review actual benefit gained and actual cost of providing information</p> <p>4.2 Validate appropriateness of information provided for delivering intended outcome</p> <p>4.3 Liaise with stakeholders to identify successes and problems in</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Elements                                  | Performance Criteria                                                                                                                 |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element.                                      |
|                                           | relation to visual management improvements<br>4.4 Identify improvements to address issues identified within visual management system |

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret complex workplace information
- Writing skills to document and communicate visual management strategies and improvements
- Oral communication skills to liaise with a range of stakeholders, negotiate agreements
- Numeracy skills to interpret performance data and information for visual management techniques.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

## Unit Mapping Information

Release 1. No equivalent unit.

## Links

Companion Volume Implementation Guides are found in VETNet – -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

# Assessment Requirements for MSS407029 Improve visual management in the workplace

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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 demonstrated the ability to:

- review current visual management activities and identify and implement improvements for at least one organisation or section of an organisation.

## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- organisational goals, strategies, operations and processes
- purpose of visual management
- alignment of visual management strategies and techniques to continuous improvement strategies and processes and/or competitive systems and practices tools being applied by the organisation
- communication techniques to support a learning culture
- communication methods and media for a range of audiences
- problem recognition and resolution methods.
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## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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