



Australian Government

MSS407030 Manage benchmarking studies

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Supersedes and is equivalent to MSS407011 Manage benchmarking studies.

Application

This unit describes the skills and knowledge required to develop and implement a benchmarking process.

This unit applies to supervisors, managers and other who have been given the responsibility to determine areas for benchmarking study, develop the methodology, conduct the study and determine actions to be taken based on the results.

This unit applies to performance and process benchmarking but does not cover product or strategic benchmarking. This unit does not require the individual to undertake statistical or financial analysis of data, but does require interpretation and application of information derived from such analyses.

This unit applies to any organisation 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. Identify focus of benchmarking activity	1.1 Review organisational information and consult with stakeholders to identify process or performance area that can benefit from benchmarking 1.2 Determine process steps, performance characteristics and critical success factors for selected area 1.3 Determine core measures relevant to process or performance area and expected benefits
2. Develop the	2.1 Determine baseline for core measures in area of study

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
benchmarking methodology	2.2 Confirm nature and source of data and/or information to be collected 2.3 Identify suitable sources of benchmarking data and/or information 2.4 Develop survey methodology to meet data and/or information needs
3. Conduct benchmarking survey	3.1 Establish communication content and methods to promote engagement with survey 3.2 Obtain required data and/or information 3.3 Validate data and/or information in line with survey methodology
4. Apply results of benchmarking	4.1 Source and interpret analysed results of survey to identify problems and/or opportunities for improvement 4.2 Analyse potential sustainability impact from proposed actions and modify to eliminate negative impacts 4.3 Oversee planning and implementation of activities to meet improvement outcomes
5. Improve the benchmarking process	5.1 Analyse benchmarking process to identify potential for improvement 5.2 Analyse changes implemented from benchmarking to identify potential improvements to benchmarking processes 5.3 Consult with stakeholders to confirm or amend improvements to benchmarking processes 5.4 Initiate action on selected improvements

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 documents
- Writing skills to prepare documentation for benchmarking and improvement activities
- Oral communication skills to consult with a range of stakeholders
- Numeracy skills to determine core measures, interpret benchmarking results.

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

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS407011 Manage benchmarking studies.

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 MSS407030 Manage benchmarking studies

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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:

- develop and implement at least one benchmarking study and applied results to implement at least one improvement
- identify and initiate action on at least one improvement to benchmarking processes.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- benchmarking methodologies and protocols
- interpretation of data
- key variables indicating the organisation's performance
- legal and ethical, intellectual property issues with benchmarking and obtaining and using data
- performance vs. process benchmarking
- criterion referenced vs. normative referenced vs qualitative benchmarking
- measurable data vs. useful information
- validity and validation of benchmarking data
- application of benchmarking to balanced Scorecard approaches
- communication styles, methods and media to suit a range of audiences.

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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