



Australian Government

MSS407032 Facilitate improvements in the internal value stream

Release: 1

MSS407032 Facilitate improvements in the internal value stream

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS407019 Facilitate improvements in the internal value stream.

Application

This unit describes the skills and knowledge required to work with value stream members to improve a section of the internal value stream (gate to gate value stream).

This unit applies to supervisors, technical specialists, managers and similar roles with influence, authority and responsibility to manage relationships beyond their own team, facilitate development of value stream improvements, address barriers to improvements and evaluate value stream costs and benefits from improvements. This unit applies to any organisation that is implementing 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 opportunities for value stream improvements	1.1 Identify improvements that have not delivered customer value 1.2 Facilitate input from team and value stream members to develop ideas for improvements 1.3 Determine which improvement options have been or may be restricted by value stream members 1.4 Source and examine information to identify likely cause/s of restriction and determine potential for resolution
2. Determine agreed improvements with value stream members	2.1 Plan communications and activities for resolution of restrictions with value stream members 2.2 Facilitate engagement with value stream members and provide information on improvement opportunities and current or anticipated

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	restrictions 2.3 Work with value stream members to determine root cause of restrictions and negotiate solutions 2.4 Determine costs and benefits from proposed changes in relation to value stream members, own process and overall value to customer 2.5 Determine health, safety and environment (HSE) impacts of proposed changes 2.6 Facilitate and document agreement between value stream members to select changes and define expected outcomes
3 Facilitate/oversee implementation of improvements	3.1 Write formal proposal for selected changes in accordance with procedures 3.2 Distribute proposal and address feedback and/or issues as needed to obtain required approvals from stakeholder 3.3 Submit proposal and follow up as needed to obtain required sign-off 3.4 Develop indicators and metrics of success for selected changes with input from stakeholders 3.5 Arrange for collection and analysis of data relevant to indicators, metrics and context of changes 3.6 Oversee planning and preparation of communications about changes using styles, methods and media to suit a range of audiences 3.7 Liaise with value stream members to provide information and seek feedback on implementation 3.8 Liaise with value stream members to identify and resolve issues that arise during implementation
4. Review effectiveness of changes	4.1 Analyse results of changes to identify areas which have not delivered expected outcome 4.2 Determine, with input from stakeholders, cause/s of unmet targets and recommendations to improve value stream 4.3 Take or initiate action to progress recommendations 4.4 Take or initiate action to sustain successful improvements through standardisation

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 documentation
- Writing skills to prepare formal proposals, communicate with a range of stakeholders
- Oral communication skills to communicate and negotiate solutions with a range of stakeholders
- Numeracy skills to develop and interpret metrics for success.

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 MSS407032 Facilitate improvements in the internal 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 demonstrated the ability to:

- facilitate agreement on and oversee implementation of at least one improvement to the internal value stream requiring resolution of at least one actual or potential restriction imposed by value stream member/s.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - empowered teams and devolved decision making and/or strategy deployment
 - transparency and culture of learning
 - go and see and/or go to the source decision making
 - creation of value and customer perceived value
 - rapid cycle or iterative development
 - empirical development
- techniques to facilitate communications and agreement across levels and areas of the organisation
- negotiation, influence and persuasion techniques
- common causes of restriction and obstruction by people
- techniques to address barriers and support collaboration
- methods of selling and pitching improvement projects
- quantitative and qualitative data
- data manipulation techniques
- metrics relevant to value stream
- cost-benefit analysis
- root cause analysis (RCA)
- how standardising sustains improvement

- organisation's value stream, value creators and desired future state.
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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, including:
 - functioning competitive systems and practice environment.

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

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