



Australian Government

Assessment Requirements for MSS407033 Qualitatively review and improve process changes

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS407020 Undertake qualitative review of process changes.

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 at least one competitive systems and practices related change to organisation's operations systems, processes or environment using qualitative methods.

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
- influence, persuasion and negotiation techniques
- qualitative research techniques, including surveys, interviews, walking around (gemba walk), structured and unstructured interviews, formal and informal interviews, review of organisation records, review of process history
- trends and causal relationships
- kaizen and kaizen blitz processes
- organisation's value stream, value creators and desired future state.

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 practices environment.

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

Links

Companion Volume Implementation Guides are found in VETNet – -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>