



Australian Government

MSS407033 Qualitatively review and improve process changes

Release: 1

MSS407033 Qualitatively review and improve process changes

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.

Application

This unit describes the skills and knowledge required to review changes made in the operations systems, processes or environment using qualitative methods to determine the impact of changes.

This unit applies to technical experts, managers or other roles with influence, authority and responsibility over change processes who will plan for and gather information from existing sources and consultation, interpret and present the information and consult with stakeholders for validation of results and consensus decision making for future action.

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. Study change/s	1.1 Examine changes made to operations systems, processes or environment to determine change or group of related changes to study 1.2 Determine focus of study and develop criteria for evaluating changes 1.3 Plan and collect information from existing sources and consultation with experts across functions and levels of organisation 1.4 Interpret information to identify motivation for and intended benefits of change/s 1.5 Interpret information to identify any implementation issues and effect on outcomes 1.6 Interpret information to identify results and intended and unintended impact of change/s 1.7 Collate and prepare information and interpretations for discussion 1.8 Develop questions to guide discussions and seek further input from stakeholders
2. Validate results of study	2.1 Present analysed information using communication styles, methods and media to suit stakeholders 2.2 Facilitate discussion of analysed information with relevant stakeholders 2.3 Modify information based on stakeholder input 2.4 Develop consensus view of result of change which is supported by information available 2.5 Validate consensus view with stakeholders
3. Identify future improvements	3.1 Consult with stakeholders to identify lessons learned from change/s 3.2 Capture key knowledge in accordance with systems and procedures 3.3 Identify future improvement options in collaboration with team members 3.4 Validate and select future improvements with input from stakeholders 3.5 Liaise with process or system owner to generate engagement with and obtain sign-off for future improvements 3.6 Initiate processes for implementing future improvements 3.7 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 and qualitative data
- Oral and written communication skills to review results with stakeholders, interpret and present information and capture key knowledge
- Numeracy skills to interpret metrics.

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 MSS407033 Qualitatively review and improve process changes

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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 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

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