



Australian Government

MSS407034 Respond to a major non-conformance

Release: 1

MSS407034 Respond to a major non-conformance

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS407021 Respond to a major non-conformance.

Application

This unit describes the skills and knowledge required to lead an area or department level response to a major business non-conformance.

In this unit the term ‘major non-conformance’ refers to a situation anywhere in the value stream where people, processes, equipment or systems fail or an unexpected event occurs resulting in significant business consequences or disruption.

This unit applies to supervisors, managers, leaders and similar roles with influence, authority and responsibility to lead processes across an area or department to determine the impact from a non-conformance and prioritise responses to contain and minimise the adverse consequences and to contribute to remedying the situation.

This unit does not cover the specialist skills required to contain or remediate an emergency non-conformance, such as a fire or explosion.

This unit applies to any organisation.

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. Define extent and nature of non-conformance	1.1 Identify target performance relevant to area or department prior to non-conformance 1.2 Source information and discuss with internal stakeholders to determine commencement and expected duration of non-conformance 1.3 Source information and discuss with internal and external stakeholders to determine business impact and related indicators from non-conformance 1.4 Liaise with customers to determine minimum acceptable performance during period of non-conformance

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
2. Disseminate information to stakeholders	2.1 Determine information needed by stakeholders and communication methods to promote understanding and application of information 2.2 Oversee collation and/or development of information to meet identified needs 2.3 Identify communications and confidentiality protocols and obtain any approvals for dissemination of information 2.4 Monitor effectiveness of information and communications and modify to better achieve desired outcomes
3. Determine priority responses	3.1 Develop possible responses to defined non-conformance to contain impact and eliminate or minimise escalation 3.2 Determine timing of responses and resource requirements 3.3 Determine evaluation criteria and apply them to prioritise implementation of responses 3.4 Obtain approvals and resources allocation for priority responses in accordance with procedures
4. Implement priority responses	4.1 Initiate responses and establish data and information collection and analysis protocols 4.2 Analyse data and information to determine progress of responses to achieving required outcomes 4.3 Modify responses, including deployment of resources, to better achieve desired outcome
5. Plan return to conformance	5.1 Facilitate processes to determine cause/s which can be eliminated or managed within own area or department 5.2 Develop plan to address identified cause/s within own area or department 5.3 Obtain required sign-off for planned actions 5.4 Oversee implementation of remedial plan within own area or department and establish normal or new normal conformance
6. Re-establish conformance	6.1 Conduct debrief with area or department personnel and, where relevant, other internal stakeholders 6.2 Recognise need for additional assistance for personnel arising from non-conformance and/or responses and initiate action to address needs 6.3 Evaluate effectiveness of response function and communications to

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	determine improvements to processes 6.4 Evaluate responses, remedial action and re-established conformance to determine learnings, preventative measures and recommendations for standardisation and/or further improvements 6.5 Complete and communicate reports and recommendations according to organisational requirements

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 complete reports and make recommendations
- Oral communication skills to communicate with a range of stakeholders to resolve abnormal/urgent situations
- Numeracy skills to establish data and information collection and analysis protocols, interpret data.

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 MSS407021 Respond to a major non-conformance.

Links

Companion Volume Implementation Guides are available from VETNet - -

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

Assessment Requirements for MSS407034 Respond to a major non-conformance

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS407021 Respond to a major non-conformance.

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:

- lead a response, involving at least 5 people, to one of the following major non-conformances:
 - breakdown of critical plant or equipment
 - commercial or legal problem which affects the ability to produce to requirements
 - excessive absences of key personnel due to illness or unexpected event
 - failure of the transport system to make deliveries to customers or from suppliers
 - failure to receive a delivery
 - major incident
 - loss of containment
 - major supply shortage or price increase
 - problem in the process which fails to produce product or produces only non-conforming product
 - receiving a delivery that is out of specification
 - security situation preventing key personnel from performing their duties and/or deliveries being made.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of non-conformances common to the industry and potential business and sustainability impacts
- principles of ecological, economic and social sustainability
- determining and prioritising impacts of non-conformances based on analysis of key indicators
- prioritisation of responses to non-conformances based on business and customer needs, including:
 - customer requirements
 - the philosophies and strategies of the organisation
 - health, safety, environment (HSE) requirements

- delivery, statutory and contractual requirements
- formal and informal negotiation techniques and their application in highly varied and/or highly specialised contexts and under pressure from time or other constraints
- role of information and communications in addressing non-conformances
- communication formats, styles, methods and media to suit a range of audiences and functions
- debriefing aims and techniques relevant to non-conformances common to the industry
- internal and external assistance available to personnel after critical incidents, unexpected events or other significant stressors.

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:
 - contingencies
 - time pressures.

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

Links

Companion Volume Implementation Guides are available from VETNet - -

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