



Australian Government

MSS408002 Audit the use of competitive tools

Release: 1

MSS408002 Audit the use of competitive tools

Modification History

Release 1. Supersedes and is equivalent to MSS408002A Audit the use of competitive tools

Application

This unit of competency covers the skills and knowledge required to audit the use of competitive systems and practices tools, modify a tool or its application and change the mix of tools used as appropriate. It also covers changing the emphasis and culture away from the use of competitive systems and practices tools as the main focus to taking a whole of enterprise approach with the tools being seen as supporting measures to strategic goals.

This unit is intended for managers and people with a similar sphere of influence and scope of authority and responsibility. It is focused on auditing the practice of competitive systems and practices and implementing changes identified through the audit.

The unit includes monitoring workplace practice and the application of selected tools and taking action to ensure progress is continuing towards the desired future state. It applies to individuals who are familiar with competitive systems and practices and with a broad range of competitive tools with depth in a moderate range of tools.

This unit may also be applied to service organisations applying competitive systems and practices principles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|----------|-------------------------------------|------------|---|
| 1 | Establish systems to monitor | 1.1 | Determine agreed indicators of progress towards desired future state. |
|----------|-------------------------------------|------------|---|

	progress towards becoming competitive	1.2	Establish contribution to future state indicators by internal and external value stream contributors.
		1.3	Capture information showing progress towards desired future state.
		1.4	Analyse information to determine continued progress towards desired future state.
		1.5	Ensure there are systems which allow monitoring to proceed routinely.
2	Identify areas of operations practice to improve in consultation with work teams and other employees	2.1	Identify work teams, areas and value stream members which could be making better progress towards desired future state.
		2.2	Examine competitive tools being used and their contribution towards progress.
		2.3	Examine other work practices and their contribution towards progress.
		2.4	Manage required stakeholder consultations.
		2.5	Agree on the cause or causes of progress which is not to plan.
		2.6	Determine appropriate competitive tools use to improve progress.
		2.7	Develop an implementation plan.
3	Facilitate the improvement to operations practice across the organisation	3.1	Obtain support and necessary approvals from process/system owners.
		3.2	Arrange for the introduction of new tools or modifications to existing tool practice as required.
		3.3	Arrange for skills and other infrastructure development, as required.
		3.4	Consult with stakeholders, including value stream members, about the impact of these changes.
		3.5	Manage implementation of proposed changes to tools use.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Competitive systems and practices include one or more of: Competitive systems and practices may include, but are not limited to:

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Future state includes one or more of:

- process reliability
- waste
- health, safety and environment (HSE)
- maintenance

- systems.

**Organisation
includes:**

- any part of an operations or service organisation
- companies, government bodies or other body of people aiming to produce a product to service a customer.

**Improvements
include one or more
of:**

- the use of different or additional tools
- the application of the current tools in use in a different way
- a change of emphasis from ‘tools’ to an accepted part of the organisation’s culture.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS408002A Audit the use of competitive tools

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 MSS408002 Audit the use of competitive tools

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include the ability, for one (1) or more workplaces/departments/sections, to:

- critically examine existing operations and determine correlations to implementation of competitive systems and practices tools
- supervise introduction of new tools or modification of the use of existing tools
- integrate tools with the overall operations strategy and future state.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to audit the use of competitive tools, including knowledge of:

- competitive systems and practices at both a strategic and tools level
- best practice in implementation of competitive systems and practices tools
- customer benefit as used in competitive systems and practices
- ways of determining competency gaps that may act as restrictions in achieving best practice in operations
- define, measure, analyse, improve and control (DMAIC) process applied to competitive systems and practices tool use
- organisation desired future state in both quantitative and qualitative terms
- how to measure progress towards desired future state
- formal problem solving tools, including root cause analysis (RCA).

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria
 - multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.

- Assessment should use a real project where auditing the practice of competitive systems and practices and implementing changes identified through the audit occurs in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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