



Australian Government

Department of Education, Employment and Workplace Relations

MSS403042A Facilitate mistake proofing in an office

Release: 1

MSS403042A Facilitate mistake proofing in an office

Modification History

New unit

Unit Descriptor

This unit of competency covers the skills and knowledge required to facilitate changes to office processes to prevent errors and regression to pre-improvement levels of practices and move the office towards a culture of zero defects.

Application of the Unit

The unit applies to a person who needs to maximise the value of office processes to the customer through mistake proofing. The person facilitates changes to the process that will prevent errors, reduce their frequency or minimise their impact on the value to the customer. They also assist in embedding the changes into everyday practice and workplace culture. The person will typically be a technical expert, team leader or be in a role where they have sufficient technical understanding of processes in their own work and that of others to be able to mistake proof the process in their area. The unit can apply to a whole or part of an office. This approach may be used in conjunction with process mapping and/or value stream mapping to identify office-related process steps and specific areas of waste in a process. See MSS403007A Map an office value stream and MSS403033A Map an operational process. Office processes may include administrative, transactional or service-based processes in, or attached to, a manufacturing organisation, within their value stream or similar environments, such as health care, education, financial, construction or Defence services. This unit has a strong emphasis on understanding value from the customer's perspective, analysis of errors to identify causes and planning, prioritising and facilitation skills.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Prepare for mistake proofing	1.1	Engage management and team to gain support for implementing mistake proofing
		1.2	Provide information to others about the impact of errors and the concept of mistake proofing in an office environment
		1.3	Where required, liaise with stakeholders to identify the steps in the office processes and the points where errors occur
2	Analyse processes	2.1	Identify sources of variability/non-conformance against specifications and/or procedures
		2.2	Analyse the conditions under which errors occur
		2.3	Identify the root cause of errors
3	Identify options for mistake proofing	3.1	Establish and prioritise mistake proofing options
		3.2	Develop implementation plans for the selected mistake proofing activities and facilitate allocation of resources

- | | | | |
|---|---|-----|--|
| 4 | Facilitate the implementation of mistake proofing | 4.1 | Liaise with other office employees and other people to implement the selected mistake proofing activities into relevant systems and/or practices |
| | | 4.2 | Test and validate the mistake proofing activities |
| | | 4.3 | Identify causes for areas of poor performance in the mistake proofing and identify any additional changes to address them |
| | | | |
| 5 | Embed mistake proofing | 5.1 | Establish mechanisms to ensure new systems and/or practices are communicated to relevant personnel |
| | | 5.2 | Motivate others in the office to apply the new systems and/or practices |
| | | 5.3 | Ensure the new systems and/or practices are reflected in relevant procedures |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- communicating with office employees and managers to engender commitment to eliminating errors, conduct formal and informal meetings and to explain mistake proofing and related concepts
- facilitating input and encouraging acceptance of changes by others
- visualising normal office procedures in terms of flow and contribution to customer outcomes
- planning and prioritising team activities
- solving problems to determine root cause of errors and possible solutions
- analysing and interpreting information about errors and mistake proofing options in terms of cost, feasibility, regulations and value to the customer

Required knowledge

Required knowledge includes:

- principles, purpose and methods of mistake proofing
- root cause analysis techniques, such as 5 Whys, Pareto analysis and fishbone diagrams
- office deliverables and processes used to achieve them
- how office processes contribute to the value stream
- organisational policies, plans and procedures
- methods of identifying and evaluating options
- occupational health and safety (OHS) requirements relevant to the target work areas
- change management

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the ability to: • identify, analyse and evaluate information from a
---	---

	variety of sources to identify errors and options for mistake proofing • facilitate implementation of mistake proofing activities that reduce waste • facilitate sustaining the mistake proofing activities.
Context of and specific resources for assessment	Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices. Access may be required to: • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the assessee • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies.
Method of assessment	A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence: • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning • reports from supervisors, peers and colleagues (third-party reports) • portfolio of evidence. In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the candidate and the work being

	performed.
--	------------

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Competitive systems and practices	Competitive systems and practices may include, but are not limited to: • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as customer relationship management (CRM) database, accounting packages, business intelligence or other office process-related database programs • 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 • takt time • process mapping • problem solving • run charts • standard procedures • current reality tree Competitive systems and practices should be interpreted so as to take into account: • the stage of implementation of competitive systems and practices • the size of the enterprise • the work organisation, culture, regulatory
--	---

	environment and the industry sector
Mistake proofing	Mistake proofing is based on the concept of zero defects. The first priority is to eliminate the possibility of an error occurring. However, where this is not feasible mistake proofing can be used to reduce the occurrence of errors and/or to minimise their impact. Mistake proofing should target an error in the following priority order: • eliminate the possibility of the error via changes to the process • prevent the error from occurring via physical or virtual barriers • reduce likelihood of the error by encouraging correct action • mitigate the impact of the error if it does occur Mistake proofing activities in the office environment may include: • physical barriers that prevent errors (e.g. automatic shutoff guide rails, equipment, leads and supplies that can only be used the correct way, and secure areas) • ‘virtual’ barriers built into information technology (IT) and data systems (e.g. required fields, data validation rules, centrally managed templates and workflows, and password protected files) • visual or physical reminders of the correct action or sequence (e.g. colour coding, visual procedures and dividers) • visual or auditory alerts about incorrect action • reducing data errors through simplified forms or moving to electronic data capture • standardised workflows and templates for documentation
Prioritising errors	Errors are operational actions which result in waste in terms of value to the customer and/or non-compliance to OHS or other regulatory requirements. They may be: • prioritised in terms of frequency, importance to operations, extent of waste or other factors relevant to the organisation and/or the customer
Options for mistake proofing	Factors to consider when prioritising options for mistake proofing will vary according to the process and may include: • feasibility

	• cost • capacity to reduce waste
Criteria that support value to the customer	Criteria that support value to the customer should take into account factors, such as: • ease and cost of implementation • capacity to prevent errors • the impact to the customer from the errors

Unit Sector(s)

Unit sector

Competitive systems and practices

Custom Content Section

Not applicable.