

Modification history

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 5.0.

FBPPPL4XXX	Optimise a work process
Application	This unit of competency describes the skills and knowledge required to assess, investigate and make recommendations to optimise the performance of a work process, system or area. The unit applies to individuals responsible for facilitation of consultation and performance improvement processes. This includes communicating solutions for a range of predictable and unpredictable problems. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	FBPPPL3003 Participate in improvement processes
Unit Sector	People, Planning and Logistics (PPL)

Commented [DM1]: Was FDFPPL3001A Participate in improvement processes

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish work process scope	1.1 Identify the scope and flow of the work process 1.2 Identify and collect work process information according to workplace practices
2. Assess work process performance	2.1 Evaluate work process performance against plan and benchmark information 2.2 Investigate variations in work process performance 2.3 Identify opportunities for improvement
3. Develop a plan to optimise process performance	3.1 Develop and report recommendations for improvements in the appropriate format 3.2 Present an implementation plan in the appropriate format according to workplace policy
4. Implement, monitor and evaluate process improvement	4.1 Review workplace documentation to reflect process improvement 4.2 Identify and communicate changes to roles and responsibilities of workplace personnel involved in implementing the optimisation plan 4.3 Identify, negotiate and secure resources to support implementation 4.4 Implement and monitor process changes 4.5 Apply continuous improvement procedures to evaluate and refine process optimisation

FBPPPL4XX Optimise a work process

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Reading	<ul style="list-style-type: none"> Reads and interprets process information and work documentation, and consolidates information to assess and determine requirements and performance
Writing	<ul style="list-style-type: none"> Accurately records information and prepares correspondence and documentation using clear language to organisational formats and protocols
Numeracy	<ul style="list-style-type: none"> Performs mathematical calculations to interpret and compare numerical information against benchmarks
Oral communication	<ul style="list-style-type: none"> Effectively participates in verbal exchanges using collaborative and inclusive techniques to convey and clarify information and negotiate with others
Interact with others	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts
Get the work done	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes Addresses problems and initiates standard procedures in response, applying problem-solving processes in determining solutions Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation, formal and analytical thinking

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL4004 Optimise a work process Release 2	FBPPPL4004 Optimise a work process Release 1	Updated prerequisite unit code	Equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4
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TITLE	Assessment requirements for FBPPPL4004 Optimise a work process
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has optimised a work process on at least one occasion, including:</p> <ul style="list-style-type: none"> • establishing parameters of work process • analysing performance measures and identifying opportunities for improvement • developing plan to optimise work process • appropriately engaging other personnel in planning implementation • monitoring implementation and analysing outcomes • engaging continuous improvement processes to sustain and improve outcomes. 	
Knowledge Evidence	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> • process/workflow mapping purpose and techniques • characteristics of the work process, including typical factors that affect process performance, including: <ul style="list-style-type: none"> • fluctuations in demand/throughput • quality of raw material/ingredient inputs • human resources availability/competencies • equipment configuration, capacity and performance • process capability • changeover times • cost of services • criteria against which to assess performance, including key performance indicators (KPIs), production plans/schedules, budgets and relevant benchmark information • technical knowledge to identify and assess current performance and identify improvement opportunities and proposals • process improvement tools and techniques • related workplace documentation and systems • relevant personnel and departments to be consulted/notified of optimisation implementation plan • recording systems and requirements for reporting on work processes. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • process improvement tools and techniques • specifications: <ul style="list-style-type: none"> • information systems, including recording and retrieval systems • relationships (internal and/or external): <ul style="list-style-type: none"> • opportunities to interact with others using typical workplace communication processes <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4