

Title	Participate in the investigation of production issues in wood manufacturing production operations		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to, with technical support, participate in: the identification of potential causes of a specified wood manufacturing production issue; the collection and analysis of additional information relevant to the specified wood manufacturing production issue; and in collaborative decision-making techniques to identify corrective actions that will resolve the specified wood manufacturing production issue.
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Classification	Wood Manufacturing - Generic Skills > Wood Manufacturing Foundation Skills
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Available grade	Achieved
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Guidance Information

1 Definitions

Accepted industry practice refers to approved codes of practice and standardised procedures accepted by the wider wood manufacturing industry as examples of best practice.

Corrective actions refers to actions such as communication to management, communication to on-site technical support person, communication to off-site technical support person, cleaning, communication with maintenance staff, recalibration, or changes made to the operating system in accordance with workplace documentation.

Participate, in the context of this standard, refers to activities undertaken, together with technical support, in the investigation of production issues in wood manufacturing operations.

Process information is any data collected from monitoring of production and product quality.

Production issues include the correction of production rate and product quality problems or the improvement of process efficiencies.

Technical support refers to training providers, workplace trainers, supervisors or any support person.

Wood manufacturing operation refers to any operation or organisation involved in the conversion of any wood materials to saleable products.

Workplace procedures refer to documented policies and procedures set by the organisation carrying out the work, and to documented or other directions provided to staff, and applicable to the tasks being carried out. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product

quality specifications, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the wood manufacturing sector.

2 Assessment information

All activities and evidence must meet workplace procedures and accepted industry practice.

Outcomes and performance criteria

Outcome 1

Participate in the identification of potential causes of a specified wood manufacturing production issue.

Performance criteria

- 1.1 Relevant process information and potential causes of the issue are explored and reported.
- 1.2 The need to collect additional information is established, and a plan is developed for its collection with technical support.
- Range may include but is not limited to – sampling plan, individual roles and responsibilities, timeframes, data gathering methods and tools.
- 1.3 Potential causes of the issue and the information collection plan are agreed with technical support.

Outcome 2

Participate in the collection and analysis of additional information relevant to the specified wood manufacturing production issue.

Performance criteria

- 2.1 Additional information is collected in accordance with the requirements of the plan.
- Range requirements may include but is not limited to – adherence to sampling plan, individual roles and responsibilities, timeframes, data gathering methods and tools.
- 2.2 Techniques to analyse and interpret the information are identified and their suitability for purpose agreed with technical support.
- Range techniques may include but are not limited to – graphic techniques (bar charts, line graphs, pie charts, scatter diagrams), comparative analysis, frequency analysis, fault tree diagrams, five whys, time line analysis.

- 2.3 Confirmed techniques are used to identify potential causes of the issue and the results are agreed with technical support.

Outcome 3

Participate by using collaborative decision-making techniques to identify corrective actions that will resolve the specified wood manufacturing production issue.

Range techniques may include but are not limited to – interview, consultation, musts and wants, voting and ranking, nominal group technique, forced ranking, force field analysis, financial analysis.

Performance criteria

- 3.1 Collaborative decision-making techniques are described, and their potential use explained.

Range a minimum of three techniques is required.

- 3.2 Decision-making technique(s) are used, with technical support, to determine the best possible corrective actions to resolve the specified wood manufacturing production issue.

Range a minimum of two techniques is required.

- 3.3 The selected corrective actions are confirmed.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2006	31 December 2020
Revision	2	18 September 2009	N/A
Revision	3	28 May 2020	N/A

Consent and Moderation Requirements (CMR) reference	0013
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.