

<b>Title</b>	<b>Facilitate use of a balanced scorecard for performance improvement using operational excellence practices</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	<p>This standard comprises this cover sheet and Australian unit of competency MSS403008. It is intended for use in industries that use competitive systems and practices also known as operational excellence.</p> <p>People credited with this standard are able to: interpret balanced scorecard results; review key performance indicators in the balanced scorecard for the organisation and work area; review reporting systems for balanced scorecard information; and lead improvement to work area total performance.</p>
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<b>Classification</b>	Manufacturing Skills > Competitive Systems and Practices
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<b>Available grade</b>	Achieved
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## Australian Qualifications Framework Details

**Unit of Competency Code** MSS403008

**Unit of Competency Name** Facilitate use of Balanced Scorecard for performance improvement

**Developer** Manufacturing Industry Skills Alliance

## Guidance Information

- 1 The Australian unit of competency can be accessed using this link: MSS403008 [Facilitate use of a Balanced Scorecard for performance improvement](#). The MSS Sustainability Training Package, which contains the Australian Competitive Systems and Practices qualifications, can be downloaded from the National Register for the Vocational Education and Training (VET) Sector website ([training.gov.au](http://training.gov.au)). This standard has been registered on the New Zealand Qualifications and Credentials Framework ([NZQCF](#)) as part of the Mutual Recognition of Vocational Education and Training Qualifications between Australia and New Zealand.
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- 3 Hanga-Aro-Rau acknowledges the Australian Government as a condition of this license with the following statement:

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- 4 All workplace practices must meet recognised codes of practice and documented workplace health, safety and environmental procedures (where these exceed the code) for personal, product, workplace health, safety, and environmental matters and the obligations required under current laws.
- 5 **Definition**  
*Competitive systems and practices* also known as operational excellence refers to a large range of systems and practice concepts and approaches leading to improved performance in organisations, and may include, but are not limited to lean operations; agile operations; preventative and predictive maintenance approaches; monitoring and data gathering systems, such as Systems Control And Data Acquisition (SCADA) software; Enterprise Resource Planning (ERP) systems; Materials Resource Planning (MRP) and proprietary systems; 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.

<b>Planned review date</b>	31 December 2029
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 July 2008	31 December 2018
Review	2	21 January 2016	31 December 2027
Review	3	29 May 2025	N/A

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

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**Comments on this standard**

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.