

<b>Title</b>	<b>Troubleshoot a furniture production issue in a furniture operation using business information systems</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: explain business information systems used in furniture operations; and troubleshoot a furniture production issue using business information systems.
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<b>Classification</b>	Furniture > Furniture Operations
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment information  
This unit standard must be assessed against on-job.  
All activities and performance criteria must be carried out in accordance with worksite policies and procedures.
- 2 There are many possible causes of furniture production issues. These causes and their interrelationships can be drawn in a 'cause tree'. There should only be one 'root cause' so analysis of possible causes should continue until the root cause is found. Elimination of the root cause permanently eliminates the furniture production issue. Where the candidate does not have the ability to eliminate the root cause, breaking the cause tree in such a way that the problem will not recur is an acceptable alternative.
- 3 Where possible business information systems should be used to assist with troubleshooting and solving production problems. Some examples would include checking past sales data in response to a complaint from a repeat customer, rewriting production schedules if there is a bottleneck at one machine, checking training records if a person has manufactured or assembled furniture components incorrectly, checking stock control system if hardware or materials required for a job are unavailable at the time they are required.
- 4 Definitions  
*Cause tree* is a diagram which shows possible causes of a furniture production issue and how they interrelate.  
*Furniture production issue* refers to an unforeseen situation that may impact the production of furniture.  
*Root cause* refers to the main cause of a furniture production issue.  
*Technical support* refers to input from a workplace supervisor, a subject matter expert, or a tutor.

*Worksite policies and procedures* refer to documented policies and to documented or other directions provided to staff. These include, but are not limited to, ways of managing health and safety, environmental considerations, quality, and production, and must conform to legislation. Examples include standard operating procedures, company health and safety plans, on-site briefings, and supervisor's instructions.

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## Outcomes and performance criteria

### Outcome 1

Explain business information systems used in furniture operations.

#### Performance criteria

- 1.1 Types of information collected by furniture manufacturers are identified, and ways in which that information can be utilised is explained.

Range may include but is not limited to – customer data such as past purchases, name and address; stock information such as inwards and outwards good; production schedules; health and safety records; maintenance schedules; personnel data such as time sheets, leave forms, training records; accounts information such as receipts and invoices;  
a minimum of four types of information are identified;  
a minimum of two ways the information can be utilised are explained.

- 1.2 Business information systems available in own workplace are described.

Range description to include type of information collected, correct way to input information, at least two reports that can be produced by the business information system, and two uses for each report;  
a minimum of one business information system is described.

### Outcome 2

Troubleshoot a furniture production issue using business information systems.

#### Performance criteria

- 2.1 Techniques used to identify the presence of furniture production issues are described.

Range techniques include – measurements from the furniture production process, measurements from furniture components and products, feedback from upstream and downstream processes, employee observations (written or oral), feedback from customers;  
evidence relating to a minimum of three techniques is required.

- 2.2 A furniture production issue is identified and described.
- Range may include but is not limited to – furniture components not meeting job specifications, finished furniture article varying from customer expectations, variations from production schedule, bottlenecks, lack of materials or hardware to complete job.
- 2.3 A range of potential causes of furniture production issues are identified using business information systems.
- 2.4 A cause tree is constructed, using the production issues determined in performance criterion 2.3. A root cause is identified.
- 2.5 Corrective actions are analysed with technical support to determine the most cost effective solution.
- 2.6 A plan to implement the determined corrective action is developed with technical support and any recommended changes to furniture production are reported to management.
- Range plan may include but is not limited to – change in production schedules; change in materials; change in tools; machines or equipment; retraining staff; change in timeframes; reduction in costs.

<b>Planned review date</b>	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	19 June 2009	N/A
Review	2	27 August 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0173
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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](mailto:qualifications@competenz.org.nz) if you wish to suggest changes to the content of this unit standard.