

Title	Lead an investigation into wood manufacturing production issues		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: develop a plan and assemble a work group to address a wood manufacturing production issue; collect and analyse information relevant to the wood manufacturing production issue; and review and complete group activities to investigate the wood manufacturing production issue.
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Classification	Wood Manufacturing - Generic Skills > Wood Manufacturing Coordination
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Available grade	Achieved
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Guidance Information

- 1 Legislation
Health and Safety at Work Act 2015.
Resource Management Act 1991.
- 2 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 may include communication to management, communication to on-site technical 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.
Process information is any data collected from monitoring of production and product quality.
Production issues may include problems with production rate and product quality, and process inefficiencies.
Wood manufacturing may include solid wood, pulp and paper, wood panels, or wood product manufacturing.
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.

3 Assessment information

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

Outcomes and performance criteria

Outcome 1

Develop a plan and assemble a work group to address a wood manufacturing production issue.

Performance criteria

- 1.1 Process information is analysed to identify a wood manufacturing production issue.
- 1.2 Additional information required is identified and a plan is developed for its collection.
- Range requirements of the plan includes but is not limited to – sampling plan, individual roles and responsibilities, timeframes, data gathering methods and tools.
- 1.3 Group members are selected on the basis of their ability to contribute to the diagnosis of the production issue.
- Range ability may include but is not limited to – technical knowledge and skills, negotiating ability, decision-making ability, analytical skills.
- 1.4 The group's terms of reference are discussed and agreed by the group and with workplace leadership.
- Range terms of reference includes but is not limited to – scope, timeframes, budgets, roles, authority levels, sponsors, ground rules, presentation audience.

Outcome 2

Collect and analyse information relevant to the wood manufacturing production issue.

Performance criteria

- 2.1 Additional information is collected in accordance with the requirements of the plan.
- Range requirements include but is not limited to – adherence to sampling plan, individual roles and responsibilities, timeframes, data gathering methods and tools.

2.2 Techniques to display and analyse the information are selected and their suitability for purpose agreed with a technical support person.

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, timeline analysis.

2.3 Agreed techniques are used to identify potential causes of the issue and the results are agreed with a technical support person.

2.4 Collaborative decision-making techniques are described and used to determine the corrective actions to 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; evidence of a minimum of two techniques are required.

Outcome 3

Review and complete group activities to investigate the wood manufacturing production issue.

Performance criteria

3.1 Recommended corrective actions determined from the investigation are summarised and agreed within the group.

3.2 Reporting of the investigation and recommended corrective actions is completed in accordance with the group’s terms of reference.

3.3 Barriers to implementation of the recommended corrective actions are identified and potential solutions to resolve the barriers are developed.

3.4 Group debriefing is completed to identify opportunities to improve the investigation and resolution activities of the group.

Range debriefing covers – investigation process, group performance.

Replacement information	This unit standard replaced unit standard 22979.
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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	15 April 2011	N/A
Review	2	28 May 2020	N/A

Consent and Moderation Requirements (CMR) reference

0013

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.