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| Title | Apply DMAIC techniques in a workplace using operational excellence practices | | |
| Level | 4 | Credits | 5 |

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| Purpose | <p>This standard comprises this cover sheet and Australian unit of competency MSS404055. 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: identify an area requiring improvement; apply DMAIC process; and review and confirm improvement.</p> |
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| Classification | Manufacturing Skills > Competitive Systems and Practices |
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| Available grade | Achieved |
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Australian Qualifications Framework Details

Unit of Competency Code MSS404055

Unit of Competency Name Use DMAIC techniques

Developer Manufacturing Industry Skills Alliance

Guidance Information

- 1 The Australian unit of competency can be accessed using this link: MSS404055 [Use DMAIC techniques](#). 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) 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 It is recommended that learners achieve unit standard 24784 *Apply statistics to processes using operational excellence practices*, or demonstrate equivalent knowledge and skills, before assessment against this unit standard.
- 5 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.
- 6 **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.
DMAIC refers to the skills and knowledge required to apply the Define, Measure, Analyse, Improve, and Control and standardise (DMAIC) process to improve quality, cost and delivery in operations or other processes in an organisation.
Workplace refers to any place where individuals carry out work, including unpaid roles within non-profit organisations and community groups.

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| Planned review date | 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 | 21 January 2016 | 31 December 2026 |
| Review | 2 | 29 May 2025 | N/A |

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| 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 standard

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