

<b>Title</b>	<b>Identify, investigate, diagnose, recommend and implement solutions to rectify issues in a manufacturing operation</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify, investigate, diagnose, recommend and implement solutions to rectify issues in a manufacturing operation.
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<b>Classification</b>	Manufacturing Skills > Manufacturing Processes
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation relevant to this unit standard include but are not limited to the:  
Health and Safety at Work Act 2015.  
Resource Management Act 1991 and subsequent amendments.
- 2 Definitions  
*Accepted industry practice* refers to the approved codes of practice and standardised procedures accepted by the wider manufacturing industry as examples of best practice.  
*Issues* refer to material, equipment, personnel or workflow constraints or problems that impact on workplace productivity or product quality.  
*Manufacturing operation* refers to one or more workstations required to manufacture a product for internal or external customers, under the candidate's control.  
*Root cause* refers to the systematic analysis of causes associated with the issue until one that will eliminate the issue is identified.  
*Workplace procedures* refer to procedures used by the organisation carrying out the work and applicable to the tasks being carried out. Examples are – standard operating procedures, site safety procedures, equipment operating procedures, codes of practice, quality management practices and standards, and procedures to comply with legislative and local body requirements.
- 3 Assessment information  
All activities and evidence must be in accordance with workplace procedures and must be consistent with accepted industry practice and the generally accepted body of knowledge relating to manufacturing processes. Such knowledge is available in relevant training manuals and reference texts. No one textbook or other source of information is envisaged, as new approaches to manufacturing and manufacturing processes are published regularly.
- 4 Range  
Evidence is required for the identification, diagnosis and rectification of two issues.

## Outcomes and performance criteria

### Outcome 1

Identify, investigate and diagnose issues in a manufacturing operation.

#### Performance criteria

- 1.1 Issues are identified using process observation, process data, product data, and information contained in workplace procedures.
- 1.2 Issues are investigated to confirm the significance of the issues.
- 1.3 Potential root causes are identified through systematic analysis of the gathered data.
- 1.4 Diagnosis of root causes is completed using root cause analysis techniques.
- 1.5 Testing is carried out to confirm the diagnosis meets root cause criteria.

### Outcome 2

Recommend and implement solutions to rectify issues in a manufacturing operation.

#### Performance criteria

- 2.1 Solutions are recommended.  
  
Range methodology to rectify issue, impact of recommendations on operation, barriers to implementation, timeframes for implementation.
- 2.2 Solutions are reported and implemented.

<b>Planned review date</b>	31 December 2025
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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 2023
Review	2	26 August 2021	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 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.