



Australian  
Society for  
Quality®

# Certificate II in Competitive Systems and Practices (MSS20312)

## Ensure you have an effective & efficient workforce with a Certificate II in Competitive Systems and Practices

AuSQ's Certificate II in Competitive Systems and Practices is a nationally accredited qualification that enables your team members to improve their work practices with proven Lean tools and operational excellence techniques.

By enrolling your workforce in a Certificate II program, your team will be able to apply simple but effective tools that will dramatically improve their performance and help sustain continuous improvement efforts.

These tools can be used to improve any product and process, and are applicable to a range of industries including manufacturing, healthcare, information technology, utilities and financial services, to name a few.

### Learning objectives

Develop skills in the following areas:

#### Operator excellence

- Work & communicate effectively as part of a team
- Actively participate in workplace projects
- Deal with change in the workplace
- Manage work priorities

#### Lean/Productivity

- Understand Value Stream Mapping and 8 Wastes
- Implementing 5S
- Sustain standard work practices
- Assist with process capability improvements

#### Quality/Continuous Improvement

- Applying simple quality tools
- Undertaking root cause analysis

### Who should attend

- Team members
- Team leaders
- Process operators

### Duration

- Approximately 9 months to complete

### How to enrol

- Call 1300 88 4288
- Email [info@ausq.org](mailto:info@ausq.org)



NATIONALLY RECOGNISED  
TRAINING

Quality Matters™

## Curriculum

### 4 core units of competency:

MSS402001A	Apply competitive systems and practices
MSS402010A	Manage the impact of change on own work
MSAPMOHS200A	Work safely
MSAENV272B	Participate in environmentally sustainable work practices

### 6 elective units of competency:

MSS402002A	Sustain process improvements
MSS402020A	Apply quick changeover procedures
MSS402040A	Apply 5S procedures
MSS402051A	Apply quality standards
BSBCMM201A	Communicate in the workplace
BSBWOR203B	Work effectively with others
MSS402080A	Undertake root cause analysis

## Training Program Design

Before commencement of the training program, we undertake a design and development phase that includes:

- Training Needs Assessments
- Recognition of Prior Learning (RPL)
- Integration of existing workplace systems and programs
- Identifying goals and KPIs for the program

This design ensures content is relevant and improvements can be sustained in the workplace.

## Government Funding

- State Government Funding is available for this qualification. Funding varies per individual's circumstances, call for a quote on 1300 88 4288.

## Certification

- Certificate II in Competitive Systems and Practices

“

**Very practical and relevant!**

”

GM, Client

“

**The business simulation was excellent**

”

Program Participant

“

**Great facilitation... Engaging!**

”

Program Participa



NATIONALLY RECOGNISED  
TRAINING

Quality Matters™