

First Published August 2014

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Edition 1 – August 2014

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Unit Resource Manual

Manufacturing Skills Australia Courses

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Aims of the Competency Unit:

This unit covers a person planning their own work where tasks involve one or more steps or functions and are carried out routinely on a regular basis. It includes the concepts of following routine instructions, specifications and requirements.

Unit Hours:

20 Hours

Prerequisites:

None.

Elements and Performance Criteria

1.	Identify task requirements	1.1	Instructions and procedures are obtained, understood and where necessary clarified.
		1.2	Relevant specifications for task outcomes are obtained, understood and where necessary clarified.
		1.3	Task outcomes are identified.
		1.4	Task requirements such as completion time and quality measures are identified.
2.	Plan steps required to complete task.	2.1	Based on instructions and specifications provided, the individual steps or activities required to undertake the task are understood and where necessary clarified.
		2.2	Sequence of activities is identified.
		2.4	Plan is checked to ensure it complies with specifications and task requirements.
3.	Review plan.	3.1	Effectiveness of plan is reviewed against specifications and task requirements.
		3.2	If necessary, plan is revised to better meet specifications and task requirements.

Required Skills and Knowledge

Required skills include:

- obtaining instructions for tasks from correct source of information (job card, supervisor, work colleagues and others)
- clarifying tasks and required outcomes with appropriate personnel where necessary
- identifying relevant specifications from documentation, job cards, or other information source
- preparing plans for tasks
- sequencing activities
- comparing planned steps against specifications and task requirements
- communicating and interpreting information appropriate to the scope of this unit

Required knowledge includes:

- correct sources of information for a particular task
- procedures for obtaining instructions and clarification
- specifications for the task
- hazards and established control measures associated with the routine task, including housekeeping
- safe work practices and procedures

Lesson Program:

Unit hour unit and is divided into the following program.

Topic	Skill Practice Exercise
Topic 1 – Planning Activities:	MEM14004-SP-0101
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Terminology:

Accountability	The obligation of an individual or organization to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner.
Brainstorming	A group problem-solving technique that involves the spontaneous contribution of ideas from all members of the group.
Goal	The result or achievement toward which effort is directed.
Objective	Specific accomplishment that a person's efforts or actions are intended to attain or accomplish.
Performance	The execution or accomplishment of specific work.
Resource	A source of supply, support, or aid, especially one that can be readily drawn upon when needed.
Sequencing	The following of one thing after another.
Self-Management	The taking of responsibility for one's own behavior and well-being.
SMART Goals	One that is specific, measurable, achievable, results-focused, and time bound.
Strategy	A plan, method, or series of maneuvers or stratagems for obtaining a specific goal or result.
Task	A definite piece of work assigned to, or expected of a person.

Topic 1 – Planning Activities:

Required Skills:

On completion of the session, the participants will be able to:

- Prioritise tasks.

Required Knowledge:

- Understanding of priorities.

1.1 What is Planning:

Planning is the thinking skill that helps an individual develop strategies to accomplish goals. It helps a worker to think about how to complete a task before attempting to begin it. For example, Planning is utilized when a worker sets out to complete a task by first deciding what tools and materials are needed, carefully assembling and arranging these supplies, and then taking a step-by-step process for completing the project.

Video games can help improve Planning by allowing the practice of this skill while in the midst of a fun and immersive gaming experience. Many games require the use of Planning where sequencing of activities, setting goals, and anticipating the future is required. A recommended site to visit is www.mathsisfun.com; click on the Puzzles tab and then the Symmetry Jigsaw Puzzles tab. The number of pieces in the puzzle can be changed as required to increase the difficulty.

1.2 Define a Priority:

A priority can be defined as:

“something that is more important than other things and that needs to be done or dealt with first”.

Priorities can be applied to the workplace as well as personal. A typical workplace priority could be to have the workers timesheets ready so the pay can be transferred into bank accounts rather than processing the junk mail. A personal priority could be to get to the sports ground to see your favourite team play instead of doing those “chores” around the house.

1.3 Prioritize Priorities:

It's easy to be overwhelmed a list of priorities becomes too long. I'm sure you know the feeling of getting up in the morning with the feeling of having so much to do at work and home that you don't know where to start. Often, everything that you have to do seems like a priority, which makes it tough to figure out where to begin.

First things first! In order to move the ball forward you need to start somewhere. Here are some planning tactics that may be helpful when you need to set your mind on immediate execution. Although long-term prioritization and planning is also essential, these techniques help me to make progress on the micro-level, day-to-day basis.

1. Make a List:

First thing in the morning, write down everything that needs to get done that day. Once you have everything down, separate the items into urgent vs. non-urgent to determine the top priorities for that day.

2. Assess the Value:

Completing certain tasks will offer more benefit than others. For example, I have a rule that client work comes before internal work. Because client work not getting done has bigger ramifications more often than internal work.

3. Be Honest:

When creating your list of priorities, be realistic about your bandwidth. Setting unattainable goals will only cause disappointment down the road.

4. Be Flexible:

To be able to effectively prioritize, you must be able to deal with changing priorities. Take them as they come and decide if they are urgent or not.

5. Cut the Cord:

As a perfectionist, this is the one you may struggle with the most. When something is really important, it's easy to get caught up in the details and end up spending way too much time on a project or task. Spending too much time on one priority, however, prevents you from getting other stuff knocked off your list. Acknowledge when you're doing this and enforce strict deadlines to prevent you from losing the ground won.

Having a lot on your plate at once can feel very overwhelming, but almost anything is manageable if you learn to prioritize effectively.

1.4 Prioritize Where to Start:

Having created a list of priorities, the next step is to prioritize where to start; otherwise, it's easy to fall into the trap of making marginal progress, only to get stuck later.

Incorrect prioritization of risk is one of the top contributors of waste. There is no shortage of advice about how to prioritize. But typically, advice and frameworks don't help you make decisions during crunch time, when deciding what you need to get done today, this week, or this month is crucial.

The following are 4 suggested methods to prioritize your day:

1. Start by setting goals - Prioritization should be simple. Start by thinking about what you are doing and why. Set and record your goals for a specific time period. Make these goals accessible, so you can refer back to them frequently.

Get into a habit of evaluating your work and tasks in the context of your goals. Your top priorities should align with these goals and help you get one step closer to achieving them. Once goals become your common decision-making framework, it will be completely reasonable to say, "This is a great idea, but isn't a priority for this time period. Let's save this for later when we are focused on that goal."

2. Keep your daily task list clutter free - Once you are clear about the high-level goals, start prioritizing your tasks. Narrow down your daily task list to just 3 to 5 items (unless your tasks are very small).

Consider these questions as you prioritize your tasks:

- Does this task directly support the goals we set for this time period?
- What do I absolutely have to accomplish today?
- When does this need to get done by?
- Am I excited about this?
- Is my team excited about this?
- Do I have the energy and brainpower required to do this effectively today/right now?

Once you have your task list set for the day, you will find that you are more productive, effective, and at ease when you start working.

3. Get more done - Once you have an uncluttered plan for the day, get started on your work. Getting going might be the most challenging "task" of all, since your highest-priority task may be what you are resisting the most. To move from procrastination to

action, try breaking the task into smaller parts or reflecting on why you are avoiding the work.

An indispensable three-step process for reliably moving from procrastination to action is to:

- face whatever I'm putting off
- be honest with myself or a friend about why it's uncomfortable
- identify one easeful next step."

4. Leave room in your planning for unexpected tasks - Throughout the day, you'll encounter distractions and hurdles that will lure you from your task list. Leave room in your planning for unexpected tasks, but feel empowered to respond to requests for your time by citing your priorities and team goals. Instead of saying, "I'm too busy," say, "I would love to work on this, but I'm focused on another goal this week."

Mastering the art of prioritization is one of the best ways to achieve more. By dedicating yourself to what's most important to your team and eliminating the other options, you'll be more productive, more valuable to your team, and have more time to relax.

1.5 Time Horizon:

How far ahead do you need to look when assembling your list of tasks?

In your job, you need to consider a time horizon. Just how far out do you look each day? And how far out should you be looking? For someone working on servicing a customer's motor vehicle, it is not much further than the next vehicle. For a team leader, it might be a couple of weeks. The higher up the management structure, the more distant the time horizon (and the tasks connected with it) you need to be considering. The Chief Engineer of a large engineering company might be looking 2 years ahead for scheduling/prioritising jobs to specific employees to fit into their planned work-loads and holidays.

Skill Practice Exercises:

Skill Practice Exercise MEM14004-SP-0101.

You are driving a motor vehicle on a rough country dirt road and have shredded the front left tyre and there is no one to ask for assistance as your phone has no coverage. From the following list, prioritise the tasks in order so you can change the wheel.

1. Loosen the nuts by turning in the correct direction.
2. Place the spare wheel on the hub.
3. Remove the nuts the rest of the way.
4. Place the jack under the frame near the wheel that you are going to change.
5. Apply the parking brake and put car into "Park" position.
6. Pump or crank the jack to lift the wheel off the ground.
7. Put the old wheel in its storage space and take it to a mechanic.
8. Place a heavy object behind the rear wheel.
9. Lower the car to the ground fully and remove the jack.
10. Raise the jack until it is supporting (but not lifting) the car.
11. Take out the spare wheel, spanner and the jack.
12. Lower the car without applying full weight on the wheel.
13. Remove the wheel.
14. Find a flat, stable and safe place to change the wheel.
15. Tighten the nuts by hand until they are all snug.