

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

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| TSC Category | Business Management | | | | | |
| TSC | Systems Thinking Application | | | | | |
| TSC Description | Understand complexity of cause-and-effect relationships of systems and processes across the organisation, as well as evaluate systems based on value-creation and contribution to specific issues | | | | | |
| TSC Proficiency | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | WST-ACE-2007-1.1-1 | WST-ACE-3007-1.1-1 | WST-ACE-4007-1.1-1 | WST-ACE-5007-1.1-1 | |
| | | Apply systems thinking to perform first level root cause and issue identification | Understand the interrelationship of various processes affecting work activities, assess processes and systems holistically and examine aggregates rather than individual activities | Monitor the interrelationship of systems and processes across the organisation and evaluate these systems based on value creation and contribution to specific issues | Understand complexity of cause-and-effect relationships of systems and processes across the organisation and provide direction to improve organisational systems based on gaps identified | |
| Knowledge | | <ul style="list-style-type: none"> • Organisation's mission, vision and values • Definitions of systems thinking • Features of systems thinking • Benefits of system thinking • Types of tools in term of system thinking application | <ul style="list-style-type: none"> • Limitations of appropriate evaluation processes to assess effectiveness of system thinking application • Sources of information for assessing the effectiveness of system thinking application • Possible success indicators of chosen solutions • Considerations in selecting the appropriate methods to document the process of applying systems thinking | <ul style="list-style-type: none"> • Organisation from a systems perspective • Applications of system thinking • Approaches and problem-solve solutions related to system thinking application • Characteristics and application of the various decision-making Models • Considerations in designing suitable criteria to assess effectiveness of chosen solution(s) | <ul style="list-style-type: none"> • Concepts of systems thinking application • Limitations of appropriate evaluation processes to assess effectiveness of system thinking application | |
| Abilities | | <ul style="list-style-type: none"> • Identify leverage within the system to obtain results • Identify issues affecting achievement of desired goals and outcomes • Prepare system diagrams presenting identified root causes • Document process of applying systems thinking in problem- | <ul style="list-style-type: none"> • Understand how various processes are related • Assess processes and systems in a holistic manner • Implement systems thinking approaches and processes to propose solutions | <ul style="list-style-type: none"> • Monitor interrelationships of systems and processes • Evaluate the performance of system applications • Assess the effectiveness of the chosen solutions using an appropriate evaluation process • Analyse issues that affect the achievement of desired goals and | <ul style="list-style-type: none"> • Understand cause-and effect relationships • Provide direction to improve organisational systems • Evaluate the effectiveness of system thinking application • Develop an implementation plan for the chosen solutions to resolve issues that affect the achievement of | |

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| | | <p>solving and decision-making</p> | | <p>outcomes in the macro context</p> | <p>desired goals and outcomes in an organisation</p> <ul style="list-style-type: none"> • Use systems thinking tools to formulate possible solutions to resolve issues that affect the achievement of desired goals and outcomes • Select suitable solutions using established criteria to resolve issues that affect the achievement of desired goals and outcomes • Recommend corrective actions to improve chosen solutions | |
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