

## 610 Providing organisational support for achieving excellence in a food environment

**SQA Unit Code**

**H13P 04**

**Level**

**SCQF Level 6**

**SCQF Credit value 4**

### Unit Summary

This unit is about supporting improvement teams. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.

It involves helping team members to establish and implement an improvement programme for achieving food manufacturing excellence through the effective implementation of **improvement techniques**.

This unit is relevant to you if your role requires you to support improvement teams involved in the implementation of achieving excellence programmes in food and drink manufacture and/or supply operations. You may be a line manager or supervisor and/or have responsibilities for all or part of the production process and for promoting improvement.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show: Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b>
<p>1. Support an improvement team</p> <p>This means you:</p> <p>Positively communicate the purpose and objectives of the improvement programme Involve members in planning how the team will achieve its objectives using recognised <b>improvement techniques</b></p> <p>Encourage and support team members to effectively implement <b>improvement techniques</b></p> <p>Steer the team successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the team</p>	<p>Evidence of supporting an improvement team</p>

<p>Encourage and recognise creativity and innovation within the team Advise, support and coach team members to ensure the effective implementation of improvement techniques</p> <p>Encourage team members to present their own improvement ideas</p> <p>Effectively listen to and feedback on suggested improvements</p> <p>Encourage team members to take the lead when they have the knowledge and expertise required to implement improvements</p> <p>Monitor improvement activities and the progress of the team</p>	
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<p>You need to know and understand:</p> <p>Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.</p> <ol style="list-style-type: none"> <li>1. How the different improvement techniques benefit from effective team work</li> <li>2. Different ways of communicating effectively with members of a team</li> <li>3. How to set specific, measurable, achievable, realistic and time-bound objectives (SMART)</li> <li>4. The importance of and being able to show team members how personal work objectives contribute to achievement of team objectives.</li> <li>5. How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members</li> <li>6. How to recognise the achievement of team members.</li> <li>7. Types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the team, and ways of identifying and overcoming them.</li> <li>8. The importance of encouraging others to take the lead and ways in which this can be achieved</li> <li>9. How to encourage and recognise creativity and innovation within the team</li> <li>10. How to listen and give effective feedback</li> <li>11. The benefits of encouraging and recognising creativity and innovation within a team</li> <li>12. Legal, regulatory and ethical requirements in the industry/sector</li> <li>13. The types of support and advice that team members are likely to need</li> <li>14. How to advise, support and coach team members to ensure the effective implementation of improvement techniques</li> <li>15. The standards of performance for the improvement work</li> </ol> <p>Evidence of performance may employ examples of the following assessment:</p> <ul style="list-style-type: none"> <li>• observation</li> <li>• written and oral questioning;</li> </ul>
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- evidence from company systems (e.g. Food Safety Management System)
  - reviewing the outcomes of work
  - checking any records of documents completed
- checking accounts of work that the candidate or others have written