

## 611 Monitor change and improvement for achieving excellence in a food environment

**SQA Unit Code**

**H13R 04**

**Level**

**SCQF Level 6**

**SCQF Credit value 7**

### Unit Summary

This unit is about the skills needed for you to monitor change and improvement during your organisation's drive to achieve excellence in food and drink manufacture and/or supply operations. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain. Good monitoring activity is important where the implementation of change, improvement, new practice, targets and a performance driven culture creates challenges for individuals and the dynamic of teams.

You will need to show that you can prepare adequately for monitoring change and improvement in the achieving excellence plans. You will need to comply with your company policies for monitoring change and improvement and take responsibility for your actions. It involves implementing monitoring and achieving monitoring objectives to support achievement of excellence.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in team leadership, first line or middle management.

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. Prepare for monitoring change and improvement</p> <p>This means you:</p> <p>Identify how the monitoring activity fits with the overall achieving excellence strategy</p> <p>Produce the specific achieving excellence monitoring plans</p> <p>Discuss and confirm the monitoring needs to support change and improvement with relevant</p>	<p>Evidence of preparing for monitoring change and improvement</p>

<p>colleagues</p> <p>Make any final changes to monitoring plans and arrangements where necessary and confirm the final plans for monitoring with the relevant people</p>	
<p>2. Monitor change and improvement</p> <p>This means you:</p> <p>Brief any team members or colleagues on the plans monitoring change and improvement, their complementary roles and responsibilities</p> <p>Implement the plan for monitoring change and improvement, selecting and applying a range of management tools and techniques to monitor progress</p> <p>Communicate progress to the relevant people, any key stakeholders and any change team members on a regular basis</p> <p>Identify, in the light of progress any required changes to monitoring, obtaining agreement from the relevant people where necessary</p> <p>Achieve plan for monitoring objectives</p> <p>Confirm satisfactory completion of monitoring with the relevant people and any key stakeholders</p>	<p>Evidence of monitoring change and improvement</p>
<p>3. Obtain and provide feedback on monitoring change and improvement</p> <p>This means you:</p> <p>Evaluate the success of the monitoring of change and improvement, identifying what lessons can be learned and recognising the contributions of any team members and other colleagues</p> <p>Seek feedback on the value of your contribution to monitoring change and improvement for achieving excellence</p> <p>Check current status of the impact of change and</p>	<p>Evidence of obtaining and providing feedback on monitoring change and improvement</p>

improvement	
Provide feedback on your contribution to monitoring change and improvement to the relevant person	

You need to know and understand:

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.

1. How to produce plans for monitoring, to agree in line with the strategy for achieving excellence
2. The purpose and objectives of the achieving excellence strategy
3. How to brief colleagues about monitoring plans and arrangements
4. What the starting point measures and outcomes are at commencement of monitoring
5. The main methods for monitoring change and improvement for achieving excellence, against the standards or level of expected performance
6. What the improvement processes are being used to support achieving excellence in your organisation
7. What the key measures and outcomes of the improvement processes are
8. How to communicate progress to teams and individuals
9. What the role of monitoring is in achieving excellence
10. How to log and record information during the monitoring process
11. The importance of reviewing monitoring arrangements to ensure they remain fit for purpose
12. How to evaluate the success of monitoring
13. How to report and present the outcomes of monitoring to colleagues
14. What documentation is required to support monitoring activity
15. How to give and receive feedback about the monitoring process

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- 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

