

628 Implement a problem solving methodology for achieving excellence in a food environment

SQA Unit Code

H14F 04

Level 3

SCQF Level 6

SCQF Credit value 5

Unit Summary

This unit is about the skills needed for you to implement a problem solving methodology for achieving excellence in food and drink manufacture and/or supply operations. This is important to the manufacture, processing and supply of food and drink within the food supply chain, where for example food safety is a critical factor. Problem solving is vital in support of an achieving excellence strategy as it underpins, improvement programmes the use of DMAIC (Define, Measure, Analyse, Improve, Control) methodology or similar. Six sigma or similar techniques may be used as the basis of the improvement programme

You will need to show that you can implement a problem solving methodology for an improvement programme in support of achieving excellence. You also need to show that you can organise, monitor and co-ordinate improvement activities. You need to use problem solving methodology in dealing with improvement problems. You will need to comply with your company policy for improvement, take responsibility for your actions, and refer any issues outside of the limit of your authority to others.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in operations or management practice involving problem solving. This could be either as an autonomous and focused role or as part of another food manufacturing/processing or supply role which includes some problem solving responsibilities.

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:
<p>1. Develop a problem solving methodology to support improvement</p> <p>This means you:</p> <p>Obtain improvement programme objectives</p> <p>Select a process on which to carry out the activity</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of developing a problem solving methodology to support improvement</p>

<p>Determine where the organisational Six Sigma or improvement techniques will apply</p> <p>Apply six sigma or improvement methodology to determine quality characteristics and improvement opportunities</p> <p>Organise the activities required to support the implementation of problem solving and improvement</p> <p>Agree the six sigma or improvement programme with the relevant people</p>	
<p>2. Maintain problem solving in an improvement programme</p> <p>This means you:</p> <p>Co-ordinate effectively the activities which are necessary to implement the improvement programme</p> <p>Monitor and maintain the implementation of improvement</p> <p>Assess the effectiveness of problem solving and improvement methodology in respect to programme objectives</p> <p>Use the problem solving methodology to deal with problems that impact on the achievement of the improvement programme</p> <p>Maintain the effective visual communication of information and results</p> <p>Maintain effective communication to support those involved with the improvement process</p> <p>You refer any issues outside of the limit of your authority to others.</p>	<p>Evidence of maintaining problem solving in an improvement programme</p>
<p>3. Obtain and provide feedback</p>	<p>Evidence of obtaining and providing feedback</p>

<p>This means you:</p> <p>Seek feedback on the value of your contribution to problem solving and improvement</p> <p>Check current compliance levels and targets</p> <p>Provide feedback on your contribution to problem solving and improvement to the relevant person</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"> 1. How problem solving underpins your organisation's achieving excellence strategy 2. How improvement techniques contribute to your organisation's achieving excellence strategy 3. Why six sigma or similar techniques are necessary and what the benefits are to food manufacture/supply processes 4. The work area/processing activity where improvement is to be implemented 5. The food/drink processing activity under review 6. The resources required by the processing activity 7. How to apply the problem solving and improvement methodology 8. The improvement technique methodology you are using 9. How to secure the agreement and collaboration of people to problem solving and improvement 10. How to monitor and co-ordinate improvement 11. How to identify problems and opportunities for solving them 12. How to maintain effective communication with those involved in the problem solving and improvement process 13. The extent of your own authority, and to whom you should report in the event of problems that you cannot resolve 14. How to give and receive feedback regarding your contribution to SOP development
<p>Evidence of performance may employ examples of the following assessment:</p> <ul style="list-style-type: none"> • 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

