

629 Implement improvement programmes for achieving excellence in a food environment

SQA Unit Code

H14G 04

Level 3

SCQF Level 6

SCQF Credit value 3

This unit is about the skills needed for you to implement an improvement programme to support 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.

You will need to show that you can establish operational performance; identifying areas for improvement; implementing; monitoring and recording improvement during your organisations drive to achieve excellence. This can apply to equipment, materials, quality, product, productivity, personnel, working conditions, cost, hygiene, health and safety, and the environment. You will need to agree objectives for an improvement programme, and implement the programme. 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. Agree objectives for an improvement programme</p> <p>This means you:</p> <p>Establish systems of measurement and analysis</p> <p>Establish accurately the current performance in relation to existing targets</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of agreeing objectives for an improvement programme</p>

<p>Encourage all those within the operational area to contribute ideas for improvements</p> <p>Evaluate the ideas for improvements through critical examination of all relevant information</p> <p>Provide positive feedback to the originators of ideas for improvements</p> <p>Agree the objectives for improvements with the relevant people</p> <p>Present your plans for implementing improvement to the relevant people clearly and accurately</p> <p>Agree an improvement plan with the relevant people</p> <p>From the skills standard right hand side</p>	
<p>2. Implement an improvement programme</p> <p>This means you:</p> <p>Initiate the improvement programme in a planned and controlled manner</p> <p>Co-ordinate effectively the activities which are necessary to implement the improvement programme</p> <p>Motivate others and gain their commitment to the improvement programme</p> <p>Maintain effective communication with those affected by the improvement programme</p> <p>Provide sufficient information to enable an agreed improvement to be incorporated as standard operating procedures</p> <p>Effectively communicate the improvement opportunities</p> <p>Maintain accurate records and documentation in</p>	<p>Evidence of implementing an improvement programmes</p>

support of improvement programme	
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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. The health, safety, hygiene, quality and the environmental requirements of the area in which you are carrying out the improvement activity
2. Why improvement is necessary and what the benefits are
3. Why effective planning is essential to improvement activities
4. Why it is important to set specific, measurable, achievable, realistic and time-bound (SMART) objectives to achieve improved performance
5. The criteria for establishing new targets and objectives
6. How to gather, assess and evaluate ongoing performance data
7. How to motivate others and gain their commitment to participate in improvement programmes
8. How to encourage and enable the provision of feedback by those involved in the performance improvement process, and why this is important
9. How to effectively justify, present and communicate recommendations for an improvement plan
10. How to develop and implement an effective and realistic improvement plan
11. How to adjust improvement plans in the event of unforeseen circumstances
12. The improvement techniques available and their implementation requirements
13. How to assess improvements against objectives
14. How to communicate improvement opportunities according to best practice and organisational and legal requirements
15. How improvement can affect personnel, plant, product and the work place

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