

## 634 Review improvement activities for achieving excellence in a food environment

**SQA Unit Code**

**H154 04**

**Level 3**

**SCQF Level 6**

**SCQF Credit value 3**

### Unit Summary

This unit is about the skills needed to review the performance of improvement activities during your organisation's drive to achieving 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.

It is about determining the success of activities, which may be projects based, that have been implemented to support improvements. You need to show you can review improvement activities, and report the outcomes of your review to inform the future implementation of improvements in support of achieving excellence. You will need to comply with your company policy for review of improvements and take responsibility for your actions

This unit is recommended for you if you have responsibility for contributing to business improvement through the review of improvement activities within a food or drink manufacturing or supply business

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 ***bold italics***

1. Develop a programme of review

This means you:

Select an improvement activity to be reviewed

Develop and agree the review objectives and plan with the relevant people

Present your plans for review improvement activities clearly and accurately

Obtain the resources necessary for the review  
From the skills standard right hand side

Evidence of developing a programme of review

<p>2. Review the performance of improvement activities</p> <p>This means you:</p> <p>Familiarise yourself with detail of improvement activity</p> <p>Gather reliable, relevant and valid evidence to further your understanding of the impact and outcomes of improvement activity</p> <p>Utilise your knowledge of operations monitoring, trends and developments to objectively review evidence</p> <p>Effectively co-ordinate the activities which are necessary to implement the review and maintain effective communication with those involved</p> <p>Gather sufficient evidence to accurately review the effectiveness of the improvements</p> <p>Use evidence to inform review outcomes about operational performance and improvements achieved</p> <p>Encourage input from colleagues and take account of their feedback in your review</p> <p>Present your review to the relevant people at an appropriate level and pace, giving opportunities for them to feedback</p>	<p>Evidence of reviewing the performance of improvement activities</p>
<p>3. Report on the review outcomes of the improvement activities</p> <p>This means you:</p> <p>Report on review outcomes based upon accurate information</p> <p>Report in a way which shows alignment to the achievement of the organisation's vision, aims and objectives for achieving excellence</p>	<p>Evidence of reporting on the review outcomes of the improvement activities</p>

Clearly present the outcomes to the relevant people and engage in constructive discussions	
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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. Your organisation's achieving excellence vision, strategy, objectives and the reasons for improvement
2. Your organisational improvement activities and their implementation
3. The importance of review to improvement activities
4. The principles of planning relevant to review
5. The role of objectives in review
6. How to gather reliable, relevant and valid evidence of performance
7. Your organisational operations to which improvements activities have been applied to
8. How to communicate effectively
9. How to encourage and enable colleagues to make recommendations
10. How to handle discussions, actual and potential disagreements in a constructive manner
11. How to report/present review outcomes to relevant people
12. To whom you need to report and present
13. What the organisational arrangements are for managing change and improvements
14. The importance of setting organisation specific SMART (Specific, Measureable, Achievable, Realistic, Timely) objectives and targets and their role in improvement activities
15. The effects of improvement activities on personnel, plant, product and the working environment

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