

## 657 Principles of mistake/error proofing (Poka Yoke) in a food environment

**SQA Unit Code**

**H16F 04**

**Level 3**

**SCQF Level 6**

**SCQF Credit value 3**

### Unit Summary

This unit is about understanding the principles of implementing mistake/error proofing (Poka Yoke) during your organisations 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.

You will need to understand the principles behind Poka Yoke and the criteria used to select an area or processing activity to apply the programme. You will need to understand the business benefits of applying Poka Yoke and the different types of mistakes. You will also need to understand the principles of reporting and presenting information captured during the programme to relevant people within the organisation. 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 implementing a set-up reduction programme. This could be either as an autonomous and focused role or as part of another food manufacturing/processing or supply role.

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 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 the health, safety and hygiene requirements of a work area can influence a mistake/error proofing activity
2. What defines a mistake/error proofing activity, and the benefits of carrying this out
3. The difference and benefits between mistake/error proofing and prevention and detection
4. The criteria used to select an area/processing activity for a mistake/error proofing activity
5. The importance of understanding the food process/activity to which the mistake/error proofing activity is being applied to
6. The qualities of the food being processed and how these influence the selection
7. How mistake/error proofing can lead to zero defects
8. The relationship between errors and defects

9. The different types and range of mistakes
10. How defects originate in products or processes
11. How the role of source inspection contributes to the reduction of defects
12. How mistake/error proofing (Poka yoke) tools are applied
13. The information contained in mistake/error proofing documentation
14. The analysis and charting methodology used for mistake/error proofing
15. The financial implications of mistake/error proofing projects
16. The relationship between mistake/error proofing and other continuous improvement processes
17. How trials are used to measure the effectiveness of mistake/error proofing projects
18. The different types and range of mistake proofing devices used
19. The roles and responsibilities of individuals within a mistake/error proofing team
20. Levels of authority linked to problem resolution

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