

# COGSCIM2\_02 - SQA Unit Code F7Y6 04

## Maintaining effective and efficient biomanufacturing working relationships



### Overview

This unit identifies the competences you need to develop and maintain effective working relationships in a biomanufacturing work environment, in accordance with approved procedures. You will be required to work to the relevant standard operating procedures, legislation and organisational policy, and to follow Good Manufacturing Practice (GMP). You will be required to present records and details of your biomanufacturing work to the appropriate people.

You will be required to be positive and constructive in your dealings with customers, especially when dealing with any disagreements. You will be expected to keep customers informed about work plans and activities which affect them, and to seek and obtain information from others, when necessary, in a polite and courteous manner. You will respond in a timely and positive way when asked to provide help or information to others.

Your responsibilities will require you to comply with any policies of your organisation in respect of developing and maintaining positive working relationships with clients and customers. You will be required to report any problems with working relationships and the procedures for handling them that you cannot personally resolve, or that are outside your permitted authority, to the relevant people. You will be expected to work to verbal/written instructions and standard operating procedures, with a high level of supervision, taking personal responsibility for your own actions and for the quality and accuracy of the work that you carry out.

Your underpinning knowledge will provide a good understanding of your work, and will provide an informed approach to working efficiently and effectively in a biomanufacturing environment. You will understand the need to work efficiently and effectively, and will know about the things that you need to consider when preparing and tidying up the work area. You will also need to know how to contribute to improvements, deal with problems, maintain effective working relationships, and how to agree and achieve your development objectives and targets, in adequate depth to provide a sound basis for carrying out your activities safely and correctly.

You will understand the safety precautions required when carrying out the biomanufacturing activities for scientific operations and processes. You will be required to demonstrate safe working practices throughout, and will understand your responsibility for taking the necessary safeguards to protect yourself and others in the workplace.

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### Performance criteria

*You must be able to:*

- P1 ensure that your work is carried out in accordance with standard operating procedures
- P2 wear the appropriate personal protection equipment (PPE) when working in the biomanufacturing work environment
- P3 establish and maintain productive working relationships
- P4 deal with disagreements in an amicable and constructive way so that good relationships are maintained
- P5 keep others informed about work plans or activities which affect them
- P6 seek assistance from others in a polite and courteous way, without causing undue disruption to normal work activities
- P7 respond in a timely and positive way when others ask for help or information
- P8 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

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### Knowledge and understanding

*You need to know and understand:*

#### Sector specific

- K1 the health and safety requirements of the area in which you are carrying out the biomanufacturing activities
- K2 the implications of not taking account of legislation, regulations, standards and guidelines when conducting biomanufacturing activities
- K3 the standard operating procedures, as set down in manufacturing operating manuals
- K4 the regulations that affect how you should treat others and be treated at work (such as Equal Opportunities and Equal Pay, Race Relations and Sex Discrimination, Working Time Directive, Disabled Persons Acts, data protection)
- K5 the principles of Good Manufacturing Practice (GMP) applied in the workplace

#### Organisation specific

*You need to know and understand:*

- K6 the importance of wearing protective clothing, gloves and eye protection when handling materials, such as biochemical substances, biological pathogens and/or antigens, and the equipment used to contain and process them
- K7 the manufactured materials and batch process tracking and records system
- K8 the types of handling and sorting system, and the procedures used for materials undergoing processing in biomanufacturing facilities
- K9 the importance of correct identification, and any unique organisational or manufacturing numbers
- K10 the organisational requirements for maintaining the security of the workplace
- K11 the lines of communication and responsibilities in your department, and their links with the rest of the organisation
- K12 the limits of your own authority and to whom you should report if you have problems that you cannot resolve

#### Equipment/Process specific

*You need to know and understand:*

- K13 industrial, organisational and professional codes of practice, and ethical standards that apply
- K14 the importance of maintaining effective customer relationships, both within the workplace and with outside organisations and customers (such as listening attentively to questions asked of you, making sure you ask for help and advice in a polite and courteous manner, responding

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- positively to requests for help from others)
- K15 formal and informal methods of communication, and how to use the most appropriate one in different situations
- K16 how to communicate in a clear, polite, confident way, and why this is important
- K17 the need for customer confidentiality
- K18 your organisation's standards for appearance and behaviour
- K19 techniques for responding to the needs and feelings of others
- K20 the difficulties that can occur in working relationships, and how to resolve them
- K21 the sorts of attitude and request that are likely to create conflict or negative responses
- K22 how to deal with problems that could have an adverse effect on relationships or the business
- K23 dealing with disagreements with others in ways which will help to resolve difficulties and maintain long term relationships

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**Additional Information**

**Scope/range related to performance criteria**

You must be able to:

1. sustain positive working relationships by **all** of the following:
  - 1.1 working in teams
  - 1.2 being cooperative and flexible
  - 1.3 supporting others
  - 1.4 providing clear and accurate information
2. maintain effective working relationships with **two** of the following:
  - 2.1 colleagues in your own working group
  - 2.2 colleagues outside your normal working group
  - 2.3 supervisors/managers
  - 2.4 persons external to your organisation
  - 2.5 more senior professionals/scientists
3. review personal development objectives and targets, to include **one** of the following:
  - 3.1 dual or multi-skilling
  - 3.2 increased responsibility
  - 3.3 training on new equipment/technology
  - 3.4 other specific requirements
  - 3.5 understanding of company working practices, procedures, plans and policies
4. record details of work done, and communicate the details to the appropriate people, using:
  - 4.1 verbal reportPlus **one** method from the following:
  - 4.2 written or typed report
  - 4.3 computer-based record
  - 4.4 specific company documentation
  - 4.5 electronic mail

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