Improve
food & drink sector skills council

607 Contribute to the development of an achieving excellence culture in a food environment	
SQA Unit Code	**H13L 04**
Level **SCQF Level 6**	**SCQF Credit value 6**

Unit Summary

This unit is about the skills needed for you to contribute to developing an achieving excellence culture in food and drink manufacture and/or supply operations. It is vital that an achieving excellence culture is developed in support of the improvement goals of your organisation.This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.

You will need to show that you can contribute systematically to the development of organisational culture in your workplace. You also need to show that you can lead by example, communicate effectively, value and support others, motivate and assist in building consensus in relation to your role. You will need to comply with your company policy for cultural development, take responsibility for your contribution, 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 operational practice sufficently to be able to make a valued contribution to cultural development. This could be either as an autonomous and focused operational role or as part of another food manufacturing/processing or supply role which includes some operational 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:
	Evidence must be work-based, simulation alone is only allowed where shown in ***bold italics***
1. Take action and communicate cultural behaviours in achieving excellence This means you: Confirm what values and assumptions encourage behaviour that is consistent with your organisation's achieving excellence vision and strategy	Evidence of taking action and communicating cultural behaviours in achieving excellence

Act consistently with personal and verbal behaviour which reinforce the values and assumptions of achieving excellence Communicate agreed values to colleagues Take opportunities to motivate colleagues in sharing and acting on agreed values	
2. Contribute to value systems and monitor cultural values in achieving excellence This means you: Provide feedback to the review of policies and systems to support agreed cultural values of achieving excellence Take opportunities to counter instances of conflict with agreed values amongst colleagues Provide feedback to the relevant persons on cultural values and development from your experience of working with colleagues Seek feedback on the value of your contribution to cultural development	Evidence of contributing to value systems and monitoring of cultural values in achieving excellence

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. Where and how to confirm the values and assumptions which underpin the achieving excellence strategy 2. The purpose and objectives of the achieving excellence strategy 3. How workplace culture can support organisational success and improvement 4. What your company policy or protocol is for values and behaviours 5. How to provide motivation for colleagues 6. How best to counter instances of conflict with agreed values amongst colleagues 7. How to counter negative opinions, attitudes and behaviours which adversely impact on workplace culture 8. What the internal factors are which most influence organisational culture 9. How you create a sense of common purpose 10. How you prioritise time to support others 11. How to find practical ways around barriers which others present or challenge you with

12. How to give and receive feedback regarding your contribution to cultural development
13. Who to report to in the review of policies and systems in support of achieving excellence
14. The limits of your own authority, and reporting arrangements in the event of issues you encounter that you cannot resolve

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