Improve
food & drink sector skills council

618 Manage workplace organisation for achieving excellence in a food environment		
SQA Unit Code		**H142 04**
Level 3	**SCQF Level 6**	**SCQF Credit value 7**

Unit Summary
This unit is about the skills needed for you to manage the organisation of the workplace in 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. A systematic approach to continuous improvement in workplace organisation is central to this function.

You will need to show that you can manage the co-ordination and effective application of workplace organisation techniques like 5S or 5C or similar alternative techniques. Producing Standard Operating Procedures (SOP) and visual controls for the work area may be essential parts of organisational improvement in your area of responsibility. You need to show that you improve the condition and effectiveness of the working environment using techniques and innovations which are aligned with achieving excellence. You will need to comply with your company policy for organisation and activities you undertake, 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 the management or workplace organisation. This could be either as an autonomous and focused management role or as part of another food manufacturing/processing or supply role which includes some management

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. Identify and co-ordinate workplace organisation in the areas you are responsible for This means you: Identify opportunities for workplace organisation improvements aligned to achieving excellence	Evidence of identifying and co-ordinating workplace organisation in the areas you are responsible for

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Consult with team or colleagues about improvements to workplace organisation Access relevant regulation and procedural information to ensure compliance can be maintained Co-ordinate and apply the process of workplace organisation within your area of responsibility and establish the area score	
2. Implement improvement to workplace organisation This means you: Identify and confirm where information or resources are not in compliance with requirements and agree what improvement can be made Produce changes to SOP and visual controls Make improvements to workplace organisation and establish a new improved area score, to support achieving excellence Refer any issues outside the limit of your authority to a responsible person	Evidence of implementing improvement to workplace organisation
3. Obtain and provide feedback on workplace organisation This means you: Seek feedback on the value of your improvements to workplace organisation and to achieving excellence Check current compliance levels and targets Provide feedback on your contribution to workplace organisation to the relevant person	Evidence of obtaining and providing feedback on workplace organisation

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. What the specific health and safety regulations and organisational procedures require of you in your management role and working area

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2. What the specific food safety regulations and organisational procedures require of you in your management role and working area 3. The main factors to be considered when selecting an area for a workplace organisation improvement activity 4. What procedures are used to identify non compliant information or resources 5. How to organise and label resources for rapid identification 6. How to collate valid information to develop or update SOP or other organisational procedures 7. How to evaluate and prioritise improvements considered for the workplace 8. How to score and audit the workplace organisation 9. What the techniques are that can be used to communicate information using visual methods 10. What the best methods are for formulating recommendations and implementing change 11. How to give and receive feedback regarding your contribution to SOP development and workplace organisation 12. The limits of your own authority, and reporting arrangements in the event of problems 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

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