

## 3049 Monitor and maintain product quality in food and drink operations

**SQA Unit Code**

**H3GG 04**

**Level 3**

**SCQF Level 6**

**SCQF Credit value 5**

### Unit Summary

This unit is about monitoring and maintaining the quality of products within your area of responsibility in food and drink operations. You need to identify quality problems and take action to resolve these. You will be involved with relevant quality control systems and procedures which are used in your workplace.

This unit is relevant to you if you are involved with monitoring product quality. You may be responsible as a supervisor/team leader in food and drink operations.

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 <b><i>bold italics</i></b>
<p>1. Monitor product quality in food manufacture</p> <p>This means you:</p> <p>Monitor product quality to organisational requirements</p> <p>Identify and report factors which may adversely affect product quality</p> <p>Identify correctly and report non-conformance to quality standards to the relevant person</p> <p>Take correct action to reject or isolate products or items which do not conform to specification</p> <p>Manage products or items that do not conform through the correct process ensure products or items that do not conform are not accidentally used</p> <p>Take action to bring product back into quality specification to minimise any loss of product</p>	<p>Evidence of monitoring product quality effectively according to workplace procedures</p>

<p>Seek advice for quality problems outside your own level of authority or expertise offer support to or</p> <p>Seek help for colleagues who encounter quality problems receive and confirm instructions for the resolution of quality problems</p> <p>Communicate clearly and accurately with others to ensure that resolutions to quality problems are followed and understood</p> <p>Record corrective actions taken to meet required standard</p> <p>Ensure quality checks are carried out and processes are followed consistently to standard</p> <p>Ensure quality checks are carried out to most current and up to date specifications</p> <p>Ensure the correct use of personal protective equipment</p> <p>Ensure reporting and recording is carried out regularly and correctly follow legal and regulatory requirements; health and safety, hygiene and environmental standards or instructions</p>	
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<p>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.</p>
<ol style="list-style-type: none"><li>1. the relevant legal and regulatory requirements; health and safety, hygiene and environmental standards</li><li>2. the consequences of not meeting relevant legal and regulatory requirements the workplace quality system and procedures relevant to your area of</li><li>3. responsibility</li><li>4. how to obtain relevant and up to date work instructions/standard operating procedures, schedules and specifications</li><li>5. how to identify quality problems in your work area</li><li>6. how to manage product quality to prevent any accidental use of non-conforming products</li><li>7. procedures for resolving quality problems and making improvements</li><li>8. why quality assurance is important and how it affects the efficiency of work activities</li><li>9. common factors affecting product quality and food safety in the workplace eg plant maintenance</li><li>10. the measures taken to minimise risk to product quality and food safety</li><li>11. why it is important to maintain product quality and seek continuous improvement</li></ol>

- how to keep quality records and data secure and why this is important
12. the lines and methods of communication within your organisation
  13. the importance of effective communication in the maintenance of quality the limits of your own authority and why it is important to work within them the importance of reporting problems promptly
  14. the importance of recording actions taken and completion of records correctly
  15. your responsibility for team members following relevant quality and food safety requirements

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