

3168 Manage production performance in food manufacture		
SQA Unit Code		H3H9 04
Level 3	SCQF Level 7	Credit value 7

Unit Summary

This standard is about the skills needed for you to manage production performance in food and drink manufacture and the associated supply chain.

You must be able to organise operational activities, maintain a productive working environment and ensure quality and compliance requirements are adhered to. You must also be active in the reduction of costs, waste and downtime and the increase of efficiencies, productivity and performance.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in managing production performance in food manufacture.

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
<p>1. Organise operational activities to meet requirements</p> <p>This means you:</p> <p>Source production details including compliance, quality, product specification and volumes needed to fulfil customer requirements</p> <p>Liaise with relevant people to help plan and agree schedules and organise workloads</p> <p>Encourage colleagues to contribute to the planning and organising process</p> <p>Communicate the production schedule and specific product requirements to relevant people involved directly and indirectly in the production process</p> <p>Ensure all relevant people know and understand their role and specific standards of working in</p>	<p>Evidence of organising operational activities to meet requirements as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>the production process</p> <p>Check materials, resources and staffing are available to fulfil production requirements</p>	
<p>2. Maintain a productive work environment</p> <p>This means you:</p> <p>Ensure the work environment is suitable for the production process conforming to organisational and regulatory requirements</p> <p>Check tools and equipment are maintained according to maintenance schedules and organisational requirements</p> <p>Comply with regulatory and organisational requirements when dealing with staffing issues</p> <p>Review training requirements and development opportunities to support production progress and performance</p> <p>Ensure the development of the individual.</p>	<p>Evidence of maintaining a productive work environment as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Maintain operations necessary to meet requirements</p> <p>This means you:</p> <p>Check that all suppliers are able to meet requirements and that operations consistently meet product and delivery specifications</p> <p>Maintain systems to monitor the achievement of performance and targets, take corrective action promptly and inform relevant people of any necessary changes likely to affect them</p> <p>Deal with quality, compliance, performance and productivity issues promptly, liaising with colleagues at all levels, to aid problem solving</p> <p>Evaluate factors capable of causing disruption to operations and take measures to minimise their potential effects</p> <p>Complete all records adhering to organisational requirements</p> <p>Allocate time to review on-going problems.</p>	<p>Evidence of maintaining operations necessary to meet requirements as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

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.

You need to know and understand:

1. the organisational and regulatory requirements relating to the managing of process and performance of food and drink products
2. the organisational methods of communication and how to use them including any restrictions and limits of access
3. how to ensure all colleagues are aware of their roles and responsibilities
4. why it is important to liaise with colleagues when managing progress and performance and how to encourage involvement from all staffing levels
5. why it is important to source and adhere to organisational requirements and customer specifications when managing production
6. why it is important to ensure a sufficient supply of materials, resources and staffing and how to do this
7. the organisational methods of measuring performance and productivity and how to collate and report them
8. why it is important to ensure organisational key performance indicators relating to performance and productivity including yield, targets, outputs, quality and compliance requirements are met
9. how to encourage and enable colleagues to contribute to improving operational productivity and performance
10. the importance of managing staffing levels and staff issues, adhering to organisational requirements
11. how to identify factors which may cause disruption to productivity and performance and the corrective actions required to stop or minimise disruption
12. the organisational schedules for the maintenance of tools and equipment and why it is important to ensure adherence to them

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