

SEMPMO219 – SQA Unit Code HK5V 04

Contributing to improving effectiveness in the workplace



Overview

This standard covers the skills and knowledge that you will need to contribute to improving effectiveness within the manufacturing environment in accordance with approved procedures and practices.

It involves working effectively in relation to your own and others' work, informing others of any delay which may affect them, reviewing your objectives and targets for your personal development to ensure that your skills and knowledge match those required and are employed effectively within the manufacturing environment. It also covers dealing with problems that affect the manufacturing process, contributing to and communicating any opportunities for improvements that could be made to working practices and procedures.

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken, and to report any problems with the personal development activities, problem solving or improvement activities that you cannot personally resolve, or are outside your permitted authority, to the relevant people. You will be expected to take personal responsibility for your own actions and the work that you carry out.

Your underpinning knowledge will be sufficient to provide a good understanding of the workplace organisational activities, and the area you are working in and provide an informed approach to working efficiently and effectively in a manufacturing environment. You will understand the need to work efficiently and effectively and its application, and will know about the areas you need to consider when agreeing your development objectives and targets, dealing with problems and contributing to workplace improvements, in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

You will understand the specific safety precautions required when working in the manufacturing environment. You will be required to demonstrate safe working practices throughout and the responsibility you owe to yourself and others in the workplace.

This standard on improving workplace effectiveness involves:

1. working to meet work flow and quality targets
2. reviewing personal development objectives and targets
3. contributing to problem solving
4. identifying opportunities for improving work place effectiveness
5. working in ways which maintain the safety of yourself and others

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Performance criteria

You must be able to:

- P1 work safely at all times, complying with health and safety and other relevant regulations, directives and guidelines
- P2 work in a way which is effective in relation to your own work and the work of colleagues within the organisation
- P3 make sure that any actions that you take are within the limits of your own responsibility and authority
- P4 contribute to reviewing your personal training and development as is appropriate to the job role
- P5 deal promptly and effectively with problems within your responsibility
- P6 report problems that you cannot resolve and or are not your responsibility
- P7 identify any opportunities for improvements to working practices and procedures
- P8 share any suggestions for improving working practices and procedures with others using the appropriate method

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Knowledge and understanding

You need to know and understand:

- K1 the relevant health and safety requirements and guidelines associated with your role within the workplace
- K2 how to obtain and correctly use any equipment used to protect the health and safety of you and your colleagues
- K3 what factors within the workplace affect effectiveness and why it is importance to work effectively
- K4 the potential difficulties and delays which may affect you work and who else may also be affected by them
- K5 how to communicate information, difficulties and ideas to colleagues in the appropriate way
- K6 why it is important to contribute to your own personal development
- K7 the benefits of continuous personal development
- K8 what training opportunities are available in the workplace
- K9 why it is important to review training and development objectives
- K10 who to discuss training and development issues with
- K11 the procedures for dealing with and reporting problems that affect the manufacturing process
- K12 the types of problems that occur in the manufacturing process undertaken and how can they be avoided
- K13 what techniques can be used to help solve problems
- K14 who to refer to if you have problems that you cannot resolve
- K15 why it is important to suggest ways in which you think improvements to working practices may be made
- K16 how to identify and define improvement opportunities
- K17 the procedure for making suggestions for improvements
- K18 how do the suggestions need to be made (such as verbally, in writing, formally or informally)
- K19 what the benefits are to you and the organisation if improvements can be identified
- K20 how to use the data and information available to you to communicate your ideas effectively to others
- K21 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K22 who the appropriate people are and what are their responsibilities within your working area

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Additional Information

Scope/range related to performance criteria

You must be able to:

1. Work effectively with colleagues to include **three** of the following:
 - 1.1. colleagues in same work group
 - 1.2. personnel in other departments
 - 1.3. colleagues in other work groups
 - 1.4. external contacts
 - 1.5. immediate supervision / line management
 - 1.6. those for whom you have responsibility

2. Review personal development objectives and targets to include **one** of the following:
 - 2.1. dual or multi skilling
 - 2.2. understanding of company working practices, procedures, plans and policies
 - 2.3. training on new equipment / technology
 - 2.4. increased responsibility
 - 2.5. other specific requirements

3. Deal with problems affecting the manufacturing process to include **three** of the following:
 - 3.1. materials
 - 3.2. production quality
 - 3.3. tools and equipment
 - 3.4. production output/timescales
 - 3.5. machinery or plant
 - 3.6. people
 - 3.7. drawings / specifications
 - 3.8. safety
 - 3.9. job instructions
 - 3.10. activities or procedures

4. Contribute to organisational procedures for identifying opportunities for improvement to **one** of the following:
 - 4.1. working practices
 - 4.2. internal communication
 - 4.3. working methods
 - 4.4. customer service
 - 4.5. quality
 - 4.6. safety
 - 4.7. teamwork
 - 4.8. tools and equipment
 - 4.9. suppliers
 - 4.10. other specific opportunity

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5. Share ideas for potential improvements using **two** of the following methods:
 - 5.1. orally
 - 5.2. electronic
 - 5.3. written
 - 5.4. visually aided

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