



Unit F2LG 04 (716)

Evaluate and Improve Quality Assurance Systems in Food Manufacture

Unit Summary

This Unit is about ensuring that your organisation's products and services continuously meet the standards required by your customers and current regulations. You will need to evaluate the performance of existing quality assurance systems, and agree objectives for revisions or improvements to quality assurance systems, and implement these improvements to support organisational 'due diligence'.

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.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Communication Higher

- ◆ Produce and respond to oral communication on a complex topic.
- ◆ Produce well-structured written communication on complex topics.

Working With Others Higher

- ◆ Work with others in a group to analyse, plan and complete a complex activity.

Problem Solving Higher

- ◆ Plan, organise and complete a complex task.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

	You must be able to	Evidence Requirements	Evidence/ Activity Ref No.
1	Evaluate quality assurance systems This means you: (a) Monitor quality assurance operations and collect relevant information and data. (b) Seek and receive feedback about the operation and performance of the quality assurance system from relevant people. (c) Review and analyse the quality assurance system in respect of the purpose for which it was designed, and make judgements about its performance in measuring and maintaining consistent quality standards. (d) Present your evaluation to the relevant people and at an appropriate level and pace, giving opportunities for them to question and debate. (e) Take into account, in your final evaluation, feedback from colleagues and report to the relevant people.	Evidence of evaluating quality assurance systems in accordance with workplace procedures.	
2	Agree objectives for a quality systems improvement plan This means you: (a) Consider relevant outcomes that have resulted from the evaluation of a quality assurance system. (b) Monitor quality assurance activities at times most likely to identify potential improvements and encourage the relevant people to contribute to ideas for improvements.	Evidence of agreeing objectives for a quality systems improvement plan in accordance with workplace procedures.	

		Evidence Requirements (cont)	
2 (cont)	<ul style="list-style-type: none"> (c) Present your plans for quality assurance system improvements to the relevant people clearly and accurately. (d) Agree an improvement plan with the relevant people. 		
3	<p>Implement and evaluate a quality systems improvement programme</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Initiate the improvement programme in a planned manner confirming relevant people’s understanding of the implications of change and their commitment to it. (b) Co-ordinate effectively the activities which are necessary to implement the improvement programme and maintain effective communication with those involved. (c) Monitor change and gather sufficient information to accurately evaluate the effectiveness of the improvements. (d) Report results of the change to the relevant people as required and enable agreed improvements to be incorporated into standard quality assurance systems and procedures. 	Evidence of implementing and evaluating a quality systems improvement programme in accordance with workplace procedures.	

Evidence of Performance

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg 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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**Evaluate and Improve Quality Assurance Systems
in Food Manufacture**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

You need to know and understand		Evidence
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.		
K1	Relevant legal, regulatory and ethical requirements impacting on quality assurance systems.	
K2	How to keep up to date with industry quality assurance system trends and developments.	
K3	Current industry trends and developments for quality assurance systems.	
K4	The key technical measures which contribute best to developing an effective quality assurance system.	
K5	Examples of good industry practice in quality assurance systems development and implementation.	
K6	How to communicate effectively with managers and other specialists, and with whom you need to communicate.	
K7	How to make recommendations, and to whom you need to report, present and make recommendations.	
K8	How to handle discussions on quality issues.	
K9	Organisational procedures and timing for communication, reporting and approvals.	
K10	How to develop and present an effective case for the implementation of quality assurance systems.	
K11	The importance of consulting on the development and introduction of quality assurance systems and how to do so effectively.	
K12	How to seek and receive effective feedback about quality assurance systems from people.	
K13	The principles of effective implementation planning.	
K14	How to develop a realistic implementation plan to meet the needs of your organisation.	
K15	How to adjust implementation plans to meet changing organisational circumstances.	
K16	The meaning of quality in the context of managing activities.	
K17	The principles underpinning effective quality assurance systems and how to apply them.	
K18	Why it is important to maintain effective quality assurance systems, and your role in relation to this.	
K19	How to gain the commitment of staff for quality assurance systems in your organisation.	
K20	How to analyse work processes and determine the most appropriate structure for an appropriate quality assurance system.	
K21	The various types of quality assurance systems and their relative advantages and disadvantages to the activities in your business.	
K22	How to specify the requirements of a quality assurance system for your organisational requirements.	

Notes/Comments

Assessor signature: _____

Date: _____