



Unit F2LA 04 (715)

Develop, Implement and Evaluate 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 well-structured written communication on complex topics.

Information Technology Intermediate 2

- ◆ Using an IT system effectively and responsibly to process a range of information.

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	Develop quality assurance systems This means you: (a) Determine the key requirements for measurement, control and samples through an analysis of processes which will be used for the proposed system. (b) Develop a quality assurance system which incorporates the appropriate measures, controls and sampling arrangements to meet customer and regulatory needs. (c) Provide opportunities for those involved in quality assurance to contribute to system development. (d) Present your proposed quality assurance system to the relevant people at an appropriate level and pace and give them opportunities to question and debate. (e) Take account of feedback from colleagues in your quality assurance system and implementation plan, and agree these with the relevant people.	Evidence of developing quality assurance systems in accordance with workplace procedures.	
2	Implement quality assurance systems This means you: (a) Communicate the implementation plan clearly to the relevant people. (b) Promote the benefits of quality assurance and gain commitment of the relevant people to the systems. (c) Implement the quality assurance system with appropriate resources and confirm the relevant people's understanding of, and commitment to, the system.	Evidence of implementing quality assurance systems in accordance with workplace procedures.	

		Evidence Requirements (cont)	
2 (cont)	(d) Resolve any implementation problems and correct any system deficiencies.		
3	<p>Monitor the operation of quality assurance systems to assess the effectiveness of implementation</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Seek and receive feedback from those involved with implementation and operation of the quality assurance system. (b) Monitor the operation of the quality assurance system and gather data which enables you to evaluate effectiveness of implementation. (c) Report on the effectiveness of the implementation activity to the relevant people and make recommendations for improvements to future implementation plans. 	Evidence of monitoring the operation of quality assurance systems 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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Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

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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:** _____