

Overview

There will be a need on a regular basis to audit and review performance against a set of agreed criteria.

This may include

- 1 Safety performance and adherence to standards
- 2 Fulfillment of contractual obligations
- 3 Records of all actions
- 4 Identification of non-conforming conditions
- 5 Progress of corrective actions, and preventative measures
- 6 Training review

This unit covers:

- 1 Preparation for review meetings
- 2 Establishing performance criteria
- 3 Presentation of data
- 4 Identification of actions

The scope of this unit refers to all works carried out on a client's site for water treatment, water hygiene, equipment installation and servicing, legionella monitoring works and legionella risk assessments.

Previous Version

None

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Performance criteria

- You must be able to:*
- P1 identify and communicate with the relevant contact(s) in accordance with company operating procedures
 - P2 collect and collate all data relevant to the tasks being reviewed
 - P3 produce presentation of data in accordance with company operating procedures
 - P4 provide presentation of data to relevant people in accordance with company operating procedures
 - P5 identify any changes and/or improvements to the water treatment programme that are required
 - P6 confirm and agree any corrective and/or preventive actions that are required
 - P7 establish and agree objectives for the next review period
 - P8 complete documentation in accordance with company operating procedures
 - P9 provide documentation to the relevant people

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Knowledge and understanding

You need to know and understand:

- K1 who is the contact(s)
- K2 the company operating procedures
- K3 what tasks are being reviewed
- K4 what data is relevant to the tasks
- K5 where to find data
- K6 what data should be presented
- K7 how data should be presented
- K8 who the relevant people are
- K9 how the presentation should be provided
- K10 what changes can be made to the water treatment programme
- K11 what improvements can be made to the water treatment programme
- K12 what corrective and/or preventive actions can be taken
- K13 what timescale the actions can be completed in
- K14 how actions should be agreed
- K15 what the next review period is
- K16 what objectives can be set in accordance with company policy
- K17 what documentation should be produced
- K18 how to complete the documentation

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Additional Information

Glossary

Water treatment programme

Can include for any water system: chemical and non chemical processes, monitoring and inspection, sampling, equipment provision and servicing, legionella risk assessment, cleaning operations, remedial engineering works, other products and services associated with water systems

Company operating procedures

Includes company requirements, instructions and method statements

Data

Includes test results, analysis sheets, site records, inspection reports, monitoring equipment output, visit reports, service reviews, training records

Presentation

Includes verbal, written, digital media, on-line

Provide

Includes in person, by post, on-line, by others

Relevant people

As defined in the programme design, log book, company procedures

Corrective and/or preventive actions

Includes practical, system, management, quality, technical actions to be taken by service provider and/or client

Objectives

Includes programme performance, service delivery, quality, costs, etc.

Documentation

Includes minutes, reports, quotations, log book records

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