

COSVR739

Evaluate feedback information and recommend improvements



Overview

This standard is about

- 1 obtaining feedback information from operational activities
- 2 investigating and evaluating feedback information
- 3 recommending improvements

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Performance criteria

- You must be able to:*
- P1 promote the value of making improvements from feedback and encourage the collection of feedback
 - P2 ensure feedback information from relevant methods or sources is obtained, investigated and assessed
 - P3 recommend improvements from feedback received and justify the recommendations to relevant people
 - P4 summarise changes and improvements from feedback which have been agreed and promote them for adoption and use

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Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Promote and encourage

- K1 how to promote the value of making improvements from feedback received from **information sources**
- K2 how to encourage the collection of feedback from **information sources**
- K3 why you need to encourage the collection of feedback from **information sources**

Performance Criteria 2

Obtain, investigate and assess feedback

You need to know and understand:

- K4 how to ensure feedback from **information sources** is obtained using various **methods and other sources**
- K5 how to investigate and assess feedback from **information sources** using various **methods and other sources**
- K6 why you need to investigate and assess feedback from **information sources**

Performance Criteria 3

Recommend improvements

You need to know and understand:

- K7 how to recommend **improvements from feedback** received
- K8 how to justify recommendations for **improvements from feedback** to decision-makers
- K9 why you need to make and justify recommendations for **improvements from feedback** to decision-makers

Performance Criteria 4

Summarise and promote improvements

You need to know and understand:

- K10 how to summarise changes and **improvements from feedback** received
- K11 how to promote the adoption of changes and **improvements from feedback**

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 records of encouragement given to promote the collection of feedback from at least six of the following information sources
 - 1.1 approved suppliers
 - 1.2 approved sub-contractors
 - 1.3 contract documentation
 - 1.4 project documentation
 - 1.5 organisational documentation
 - 1.6 standard details
 - 1.7 specifications
 - 1.8 product information
 - 1.9 government and statutory publications
 - 1.10 research and advisory data
 - 1.11 periodicals and abstracts

Performance Criteria 2

- 2 records of feedback collected and evaluated from at least three of the following methods or sources
 - 2.1 project records and documentation
 - 2.2 site inspections
 - 2.3 scientific research and data
 - 2.4 studies of performance in use
 - 2.5 meetings
 - 2.6 questionnaires
 - 2.7 reports

Performance Criteria 3

- 3 records of improvements identified by the evaluation of feedback that have been recommended to relevant people

Performance Criteria 4

- 4 records of action taken to promote the adoption and use of improvements identified from feedback

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Scope/range related to knowledge and understanding

Information sources

- 1 approved suppliers
- 2 approved sub-contractors
- 3 contract documentation
- 4 project documentation
- 5 organisational documentation
- 6 standard details
- 7 specifications
- 8 product information
- 9 government and statutory publications
- 10 research and advisory data
- 11 periodicals and abstracts

Improvements from feedback

- 12 management procedures
- 13 client, design and production team performance
- 14 working arrangements
- 15 formal and informal communications
- 16 quality control
- 17 design and technical appraisal
- 18 performance in use
- 19 benchmarking
- 20 post-project review

Methods and other sources

- 21 project records and documentation
- 22 site inspections
- 23 scientific research and data
- 24 studies of performance in use
- 25 meetings
- 26 questionnaires
- 27 reports

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