
Overview

This standard covers the skills and knowledge needed for you to resolve production problems in food manufacture and the associated supply chain.

This standard covers the skills and knowledge needed for you to resolve production problems in food operations and the associated supply chain. You must know how and be able to fix problems quickly and accurately in order to keep production running and minimise down time in the manufacture and supply of food and drink. This standard covers problems in multi-stage operations. It involves reviewing the available information and selecting and applying the most appropriate solution. Making decisions and communicating effectively are essential features of this standard. Complying with and understanding health and safety, food safety and organisational requirements are also essential features of this standard.

This standard is for you if you work in food operations and/or supply of food and drink and are involved with resolving production problems.

Performance criteria

You must be able to:

Establish what the problems are

1. check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards
2. identify problems using all available information

Implement solutions

3. select solutions which are effective in relation to operational requirements
4. check that the corrective actions determined meet with organisational requirements
5. implement solutions to restore operating conditions safely and effectively
6. monitor operations to ensure that correct operating conditions are met and maintained
7. communicate the results of your actions to the appropriate person

Report on further action to be taken

8. identify the need for further work and report this to the relevant person in sufficient detail for action to be taken
9. evaluate the causes of the problem
10. communicate suggestions for operational improvements
11. complete and process all documentation in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. the standards of health and safety and hygiene to which you are required to work and why it is important that you do so
2. what the relevant product and process specifications are
3. where further information can be sourced
4. what typical operating problems occur in your area of work and their possible effect on other operations
5. what the operating procedures, standards and critical control factors are in your area of work
6. what the limits of your own authority and competence are and why it is important to work within them
7. what recording and communication is needed, how to carry this out correctly and the reasons why it is important to do so
8. what is the appropriate action to take in response to operating problems
9. how the relevant plant and equipment works
10. what the lines and methods of effective communication are and why it is important to use them
11. what factors to take into consideration when selecting solutions
12. how to assess the impact of solutions on other operations
13. how to analyse problems in a systematic way and why it is important to do so
14. how to overcome problems and restore operations in an effective way and why it is important to do so
15. how to monitor product integrity both when you are overcoming problems and after you have overcome them and why it is important to do so
16. how to recognise both temporary and permanent solutions and how to decide which should be used
17. how to evaluate the effectiveness of the solution you have implemented

Resolve production problems in food and drink operations

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