

## Contribute to problem diagnosis in food and drink operations

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### Overview

This standard covers the skills and knowledge needed for you to contribute to problem diagnosis in food and drink operations.

This standard is about the skills and knowledge required to contribute or assist in identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations). It covers identifying problems, finding out what they are and reporting them to the appropriate people. Contributing to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in problem diagnosis in food and drink operations.

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## Performance criteria

You must be able to:

### **Contribute to identifying problems**

1. help to recognise differences from normal operating conditions
2. make a contribution to the accurate assessment of the impact of these problems
3. take the appropriate action to make sure you and your colleagues remain safe

### **Contribute to problem diagnosis**

4. check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards
5. help to find out the nature, cause and the effect of the problems
6. make a contribution to the investigation of problems in a safe and cost-effective manner, with minimum delay or wastage

### **Contribute to the reporting of problems**

7. communicate the problems to the appropriate person
8. complete all necessary documentation

## Knowledge and understanding

You need to know and understand:

1. to what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. why contributing to problem solving is important in food operations
3. how to recognise differences from specification
4. what the relevant operating procedures are in your area of work
5. what typical operating problems occur in your area of work and their possible effect on other operations
6. how to use any relevant tools and test equipment in your area of work
7. how to help investigate problems in a safe and cost-effective manner and why it is important to do so
8. how to assist the team or individual to define and verify the root cause of a problem
9. what different methods can be used to gather evidence about problems
10. how to help analyse problems to determine their nature, cause and effects
11. what the limits of your own authority and competence are and why it is important to work within them
12. what the lines and methods of effective communication are and why it is important to use them
13. what the documentation requirements are and why it is important to meet them

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