
Overview

This standard covers the skills and knowledge for monitoring the quality of work activities to achieve targets in food and drink operations. You need to follow relevant policies and procedures that apply to your area of work and report on the quality of work activities against specifications. You need to organise work to meet schedules and targets, and make effective use of resources. You also need to identify, record and report any problems affecting the volume of throughput.

You will contribute to identifying opportunities for improving food and drink operations. You will identify improvement opportunities by suggesting ideas and contribute to developing an action plan.

This standard is relevant to you if your role involves monitoring activities to ensure that quality standards are being met.

Performance criteria

You must be able to:

1. check that there are sufficient resources available to complete work activities within your own area of responsibility
2. follow operational requirements to monitor work activities to meet requirements
3. monitor work activities regularly to identify any variances against specifications
4. complete all relevant checks efficiently, correctly and accurately and report as appropriate
5. report all variances outside of specification to relevant person(s)
6. identify and report opportunities for improvement of work activities to relevant person(s)
7. identify implications of changes to make sure that the change is documented
8. gather information about potential improvements
9. identify and make positive suggestions about areas for improvement
10. share your ideas for improvement with the relevant people and react positively to feedback you receive
11. communicate your finalised ideas in sufficient detail to enable further action to be agreed
12. work with others to agree an effective action plan for putting improvement ideas into action
13. make a positive contribution to putting the plan into action
14. test and check improvements to find out how effective they are before recommending further action
15. evaluate the effectiveness of improvements that have been introduced
16. access information from appropriate sources to support your report and recommendations
17. communicate recommendations to relevant people
18. follow current legal and regulatory requirements for hygiene and environmental standards or instructions
19. complete records in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. the relevant legal and regulatory requirements, hygiene and environmental standards and instructions and what might happen if they are not followed/met
2. the principles of quality and why quality is important
3. the importance of effective communication
4. how to organise work to meet schedules and why this is important
5. types of resources available for monitoring purposes
6. how to make the most effective use of resources
7. why work activities and throughput should be monitored
8. types of monitoring systems and how to monitor throughput
9. actions that can be taken to minimise problems affecting throughput
10. how to identify and solve problems which affect throughput
11. how operational parameters affect the achievement of output targets
12. consequences of ineffective monitoring, control systems and processes
13. actions which can be taken to minimise downtime and disruption to the process
14. the potential conflicts between quality and throughput in relation to the needs of the organisation
15. how to use specifications for monitoring and controlling the quality of work
16. how to identify variances
17. procedures for dealing with variances
18. how to develop and implement solutions to minimise variances using root cause analysis
19. why continuous improvement is necessary and what are the benefits
20. why is it necessary to gather accurate information when considering improvements
21. work practices and procedures that are relevant to any identified improvements
22. how to identify the short and long term benefits from improvements
23. where, when and how to get help and advice
24. the lines and methods of effective communication and why it is important to communicate effectively
25. what information is required to produce an effective action plan
26. how to evaluate the implications of putting improvement ideas into action
27. why it is important to check improvements for effectiveness and how to carry out these checks
28. how to handle discussions and possible disagreements positively and constructively

29. the process of implementing new continuous improvement methods

Monitor and control quality of work activities in food and drink operations

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