Contribute to the application of improvement techniques in food operations

Overview

This standard is about the skills and knowledge needed for you to contribute to the application of improvement techniques to support your organisation's drive to improve food operations. This is important to increasing productivity and success of manufacture, processing and supply within the food supply chain. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.

You will need to show and understand how you can contribute systematically to the application and maintenance of improvement techniques applied in your workplace. You also need to show and understand how you can make recommendations regarding more effective application of improvement techniques which relate to your role. You will need to comply with and understand your company policy for use of improvement techniques, take responsibility for your contribution, and refer any issues outside of the limit of your authority to others.

This standard is for you if you contribute to the application of improvement techniques working in food or drink operations including, manufacturing, processing, packaging or supply chain activities. You may have responsibilities for maintaining and improving quality in the workplace, with either autonomous or operationally restricted responsibilities.

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Performance criteria

You must be able to:

Identify opportunities for the application of improvement techniques

1. identify opportunities and make positive suggestions about improvement techniques
2. gather initial information to inform the potential application of improvements
3. assess information and check that your suggestions can be justified and are realistic in accordance with the improvement plan
4. secure approval for your contribution to the application in accordance with procedures

Apply improvement techniques

5. use improvement techniques within your work area in accordance with procedures
6. obtain all the information, documentation and resources required to use improvement techniques
7. identify any targets or key performance indicators which relate to the use of the improvement techniques
8. check that the use of improvement techniques are complementary to the requirements of the food safety management system and report to the relevant personnel
9. identify any deficiencies in documentation or resources required in accordance with procedures
10. make valid recommendations for changes to policy or procedures to support the application of improvement techniques to the relevant personnel
11. refer any issues outside the limit of your authority to the relevant personnel

Obtain and provide feedback about the application of improvement techniques

12. seek feedback on the value of your contribution to the application from the relevant personnel
13. check progress towards the achievement of targets or performance indicators
14. provide feedback on your contribution to the application, to the relevant personnel

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Knowledge and understanding

You need to know and understand:

1. the health, safety and food hygiene requirements of the area in which you are applying improvement techniques
2. the purpose and objectives of the improvement techniques you are applying
3. how improvement techniques can produce performance benefits and support and/or sustain food operational standards
4. what your company policy or protocol is in applying improvement techniques
5. what documentation is required to inform improvement techniques
6. the scope of information and data required to apply improvement techniques
7. the relationship between improvement techniques and Standard Operating Procedures, quality and continuous improvement arrangements/strategy
8. how improvement techniques and their application are communicated in your workplace
9. what the best methods are for formulating recommendations
10. how to present recommendations
11. how to give and receive feedback regarding your contribution to the application of improvement techniques
12. the limits of your own authority, and reporting arrangements in the event of problems that you cannot resolve
13. the formal and informal communication channels used

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