Manage compliance to support improvement in food operations
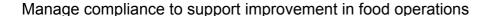
Overview	This standard is about the skills and knowledge needed for you to manage organisational compliance to support your organisation's drive to improve food operations. Managing organisational compliance is important in increasing productivity and success of manufacture, processing and supply within the food supply chain. Compliance is critical where the implementation of change, improvement, new practice, targets and a performance driven culture creates challenges for individuals and the dynamic of teams.

You will need to show and understand how you and your team or colleagues can comply with all relevant regulations that apply to your managed area and provide information, data and related specifications to support compliance in your role. You also need to show and understand that you can make recommendations for improving compliance in response to change which may impact on your management responsibilities. You will need to comply with your company policy for compliance, take responsibility for your actions, and refer any issues outside of the limit of your authority to others.

This standard is for you if you manage workplace organisational compliance working in food or drink operations including manufacturing, processing, packaging or supply chain activities. You may have responsibilities for aspects of organisational improvement in a team leadership or management role.

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Performance criteria

You must be able to:

Manage compliance with regulations in the areas you are responsible for

1. identify the relevant regulations which apply to your work area to support compliance
2. access information about relevant regulations that impact and support compliance
3. wear the relevant personal and protective clothing and equipment and ensure others do so in accordance with procedures
4. act as a role-model following all organisational procedures which apply to your work area and ensure others do so
5. apply and promote safe working practices in accordance with procedures
6. recognise and advise relevant personnel about control hazards
7. receive reports and act on potential risks and hazards in accordance with procedures
8. provide learning and guidance where individuals need support to meet compliance standards

Make recommendations and implement changes for improving compliance

9. identify opportunities for improving compliance standards to meet organisational needs
10. identify opportunities to improve compliance for the requirements of the food safety management system
11. evaluate relevant information, data and resources to support potential compliance improvements
12. make valid changes for improving operational compliance within the limit of responsibility
13. use relevant measures of plant effectiveness and improvement to inform recommendations to the relevant personnel
14. refer any issues outside the limit of your authority to the relevant personnel
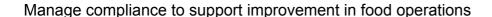15. check and confirm that your recommendations meet all organisational compliance requirements

Obtain and provide feedback on compliance

16. seek feedback on the value of your contribution to compliance from the relevant personnel

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17. check current compliance levels and targets in accordance with procedures
18. provide feedback on your contribution to compliance to the relevant personnel

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Knowledge and understanding

You need to know and understand:

1. how to manage the responsibilities of yourself and others under health and safety at work regulation and associated regulation
2. what the specific health and safety regulations and organisational procedures require of you in your management role and working area
3. how to manage the responsibilities of yourself and others under food safety regulation and associated regulation
4. what the specific food safety regulations and organisational procedures require of you in your management role and working area
5. how to go about contributing to the improvement of food safety procedures
6. how to locate regulatory information and workplace procedures
7. how to manage process or product specific procedures in your work area that are customer focussed compliance requirements to meet internal or external standards
8. what is sufficient to constitute a workplace hazard, dangerous occurrence and hazardous malfunction
9. your management responsibilities to deal with hazards and reduce risk in the workplace
10. what your management responsibilities and procedures are for identifying and controlling risk by monitoring, inspection, assessment and reporting
11. what responsibilities you have for first aid arrangements and procedures
12. what responsibilities you have for emergency fire and evacuation procedures
13. what responsibilities you have for safe lifting and handling procedures
14. what the best methods are for formulating recommendations and implementing change
15. how to present recommendations and implement change for compliance
16. how to give and receive feedback regarding your contribution to Standard Operational Procedure development
17. the formal and informal communication channels used
18. the limits of your own authority, and reporting arrangements in the event of problems that you cannot resolve

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