

Set up and maintain picking and packing orders in food and drink operations

Overview

This standard covers the skills and knowledge needed to set up and maintain picking and packing orders in food and drink operations.

It covers the co-ordination and control of the processing of orders. Setting up and maintaining picking and packing orders is important for effective systems and procedures. You should be able to review and modify order processing systems and procedures. It is also important that you are able to deal with, and understand the implications of, poor quality products and incorrectly packed orders.

This standard is for you if you work in food and drink operations and the associated supply operations and are involved in organising the picking and packing of food and drink products. You may be a team leader, line manager or supervisor.

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Performance criteria

You must be able to:

Co-ordinate and control the processing of orders

1. define the systems and procedures to process orders
2. instruct the relevant person(s) on how to process the orders
3. process the required documentation in compliance with company procedures
4. provide documentation in a way that is suitable for the needs of the relevant person(s)
5. identify and correct problems and errors in the processing of orders
6. review the order processing systems and procedures and modify/improve them, where required

Set up the conditions for picking and packing of orders

7. agree and confirm standards and targets for picking and packing of orders to meet customer requirements
8. provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards and minimise risk
9. allocate resources to check that standards and targets are met
10. allocate and instruct relevant person(s) to pack specific orders

Maintain the picking and packing process in accordance with company standards and procedures

11. check that the correct orders are packed and ready for despatch at the right time
12. identify and sort out problems and discrepancies in the packing of orders
13. measure work outputs and achievements against targets in order to identify potential improvements to the picking and packing process
14. check that all records and documentation comply with company policy and are available for the next stage of the distribution process

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Knowledge and understanding

You need to know and understand:

1. key features of legal and operational requirements
2. how to define systems and procedures
3. why it is important to have defined systems and procedures
4. why it is important to set up and maintain conditions for picking and packing of orders
5. how to deal with non-compliance and variation to conditions
6. why it is important to meet targets for picking and packing processes
7. how to review and modify the order processing systems and procedures
8. potential risks and hazards in the workplace
9. how to allocate resources to meet objectives
10. how to allocate work and instruct others
11. ways to maintain product quality in the order packing process
12. why it is important to check packed orders against the original order
13. implications of poor quality products and incorrectly packed orders
14. why orders need to be ready for despatch at a specific time
15. why you need to consider the needs of others when deciding the format of documentation



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