

Overview

This standard covers the skills and knowledge needed to monitor effectiveness of picking and packing operations in food and drink operations.

Monitoring the effectiveness of picking and packing operations is important for controlling risks to health and safety. You must be able to review and modify order processing systems and procedures, while understanding 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:

Monitor the picking and packing processes

1. monitor progress against targets for preparation of orders for distribution
2. check that the quality of the products is maintained
3. adapt allocation of work activities to meet changing priorities and targets
4. report factors influencing effectiveness which are outside your own area of responsibility to the relevant people
5. make recommendations to improve the picking and packing process to relevant people

Control risks to health and safety in the workplace

6. control risks to health and safety during the picking and packing process, ensuring compliance with relevant legal and standard operational requirements
7. monitor use of all tools and equipment to minimise risk and check compliance with health and safety regulations
8. identify and take corrective action immediately regarding potential and actual hazards in the workplace

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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