
Overview

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

Showing you can monitor the effectiveness of food retail operations is important to maintaining a retail environment that meets the needs of customers.

You will need to understand how to and be able to monitor and co-ordinate food retail operations. You also need to show you can control risk to health and safety in the workplace and understand the importance of this.

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

Performance criteria

You must be able to:

Monitor food and drink retail operations

1. monitor food and drink retail operations against targets
2. check that the quality of the products and customer service are 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 food and drink retail operations to relevant people

Control risk to health and safety in the workplace

6. control risk to health and safety during retail operations, checking compliance with relevant legal and standard operational requirements
7. monitor use of all tools and equipment to minimise risk
8. identify and take corrective action 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. standard operating procedures in respect of food and drink retail operations
3. how to set and agree targets for food and drink retail operations
4. why it is important to have cost effective food and drink retail operations
5. what action to take on variances and non-compliance in maintaining conditions
6. why it is important to work to targets and standards
7. corrective action and procedures when dealing with contingencies

Monitor effectiveness of operations in food and drink retail manufacture

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