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## Overview

This standard is about the skills and knowledge needed for you to maintain partnerships for working in the food and drink supply chain.

Determining how the business partnership is working, identifying problem areas and evaluating if the partnership is of importance is vital for deciding if the partnership continues to be of value to the food and drink business. The supply chain may be local, national or global.

You will need the skills and knowledge to monitor and evaluate the effectiveness of the business partnership. You will need the skills and knowledge to gather information relating to the day to day working of the partnership, key achievements and problems. You will also need the skills and knowledge to liaise with colleagues, make proposals relating to improvements to the working relationship and help determine if the partnership is of continued value to your food and drink business.

You will need to know how to source information relating to external contacts, building relationships and acting appropriately to create a positive image of you and your food and drink business. You also need to know how to record and act upon information gained from relationships with external organisations.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in maintaining partnerships for working in the food and drink supply chain.

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## Performance criteria

*You must be able to:*

### **Monitor project objectives**

1. source the terms and conditions, and project outcomes relating to the business partnership
2. gather information relating to the actual versus target outcomes
3. liaise across each organisation, across different functions and hierarchies to gather informal information relating to the partnership
4. determine the effectiveness of organisational systems and procedures used to aid the day to day working of the partnership
5. gauge the effectiveness and usefulness of communication across and between the partner organisations
6. collate the information and communicate to relevant people

### **Evaluate effectiveness of the partnership**

7. liaise with colleagues to evaluate the gathered information
8. agree on key achievements and problems
9. propose improvements to the systems and methods of partnership working
10. determine if there are additional commercial opportunities or improvements to quality, food safety, costs or other additional benefit for either or both partners
11. identify if investment is required to aid partnership working
12. decide if the relationship is still of value to both or either partner
13. amend project plans if required and communicate to relevant people across the organisation
14. feedback to each business partner workforce key information relating to the business partnership

## Knowledge and understanding

*You need to know and understand:*

1. why it is important to conduct yourself in a way that promotes trust, respect and a positive image for the food and drink business
2. how to source information relating to project plans, milestones and timelines
3. the methods of communication and information technology available within and across each partner organisation and how to use them
4. why it is important to gather formal and informal information relating to the business partnership
5. how to determine the efficiency and effectiveness of the organisational systems and procedures used to aid day to day working of the partnership
6. why it is important to gauge communication across and between the business partners
7. the partnership requirements for the reporting and presenting of information and why it is important to adhere to them
8. why it is important to work with colleagues in each business to evaluate gathered information, propose changes and address challenges
9. the importance of encouraging innovative thinking to recognise new opportunities for each or both businesses
10. the importance of gaining an opinion across the business partnership, regarding the way forward for the partnership and how to do this
11. how to identify business partnerships that are faltering and decide on an improvement or termination strategy
12. why it is important to ensure colleagues across the business partnership are made aware of successes, developments and changes to the business partnership and its project outcomes and how to do this
13. how to recognise where organisational development strategies can be used to help alleviate problems associated with partnership working

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