

Overview

This standard is about the skills and knowledge needed for you to manage and store information in a food and drink business. Information management is the collection of information from one or more sources and the distribution of that information. It is the controlling, processing and delivery of information internally within an organisation and externally to other organisations and stakeholders. It includes the management of knowledge across an organisation and the systems and procedures required to maintain intellectual property rights. Information management is also key to the maintenance of safety of colleagues and customers and the monitoring and controlling of quality and costs.

You will need to know and understand the regulatory and organisational requirements of managing information and the systems, procedures and information technology tools available to support information management. You will also need to be able to manage the different types of information available in an organisation and know why different approaches are needed for its management.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in information management in a food and drink business.

Performance criteria

You must be able to:

Use research and store information

1. clarify the information you need for your work
2. access relevant information sources and manipulate databases where necessary
3. locate appropriate information efficiently
4. explore the relevant information, extracting the parts you need for your work
5. identify where information is relevant to other members of your organisation
6. organise and record the information in a way that will be useful to you and others
7. record your sources of information
8. store the information securely according to organisational procedures and in a way that will help you and others retrieve it in the future
9. safeguard confidential information

Present information

10. assess the reasons for reporting information, the intended audience, the timing, expected style and the equipment that you will need
11. prepare how you will report the information in a way best suited to the requirements
12. analyse and report the information clearly, logically and within agreed timescales
13. highlight the key points
14. deal with questions and suggestions to meet the enquirers needs
15. evaluate the outcomes of the report

Knowledge and understanding

You need to know and understand:

1. the different types of information available in a food and drink business
2. why different approaches to the management of different types of information may be required
3. the relevant manual and electronic systems used in your organisation, for storing, organising and finding information and how to use these
4. how to explore information to find precisely the information that you need
5. how to identify information that will be helpful to others and why information sharing is important
6. what is confidential information and how you should handle it
7. how to store information in a way that will help you and others find it in the future
8. how to report, analyse and evaluate information clearly and logically
9. how knowledge management differs from information management
10. the systems and procedures of managing knowledge across a food and drink business
11. the challenges and benefits of managing knowledge across a food and drink business
12. the different systems, procedures and information technology systems available for the management of information in a food and drink business
13. why it is important to protect information in a food and drink business
14. why it is important to have systems and procedures for the management of information in a food and drink business and how to implement them
15. the regulatory requirements for the recording and keeping of data and information in a food and drink business
16. why it is important to manage security of information relative to the security risks identified
17. what the consequences are of not adhering to organisational and regulatory information management requirements
18. the importance of intellectual property rights to a food and drink business

business and how management of information impacts on this
19. what are the cost, quality and compliance implications of not
adhering to information management systems

Manage and store information in a food and drink business

Developed by NSAFD

Version Number 2

Date Approved January 2019

Indicative Review Date January 2024

Validity Current

Status Original

Originating Organisation Improve

Original URN CFASAA111, IMPOM208K

Relevant Occupations Associate professionals and technical oc; Administration; Business Management

Suite Food Business Operational Management

Keywords Food; drink; manufacturing; business; manage; store; information
