

## Overview

This standard is about the skills and knowledge needed for you to support decision-making in a food and drink business.

Decision making is important to organisational and day-to-day problem-solving around all areas of the food and drink business including sales and marketing, recruitment and production. It is also important in the formation of long term objectives and goals around strategy, policy and planning.

You will need the skills and understanding to source information and contribute to the decision-making process via discussions, meetings or other methods of communication. You will also need the skills and knowledge to record the decisions and communicate them to relevant people.

This standard is for you if you work in food and drink operations and/or supply operations and are involved in supporting decision-making in a food and drink business.

## Performance criteria

*You must be able to:*

### Source information

1. identify internal and external data and information sources which may aid the decision making process
2. source organisational and regulatory procedures relating to the area requiring discussion and decisions
3. review the data and information relating to the area requiring discussion and decisions

### Support decision making

4. confirm the relevant systems, procedures, methods of communication and information technology are available to all those involved in the decision making process
5. provide informed advice during the decision making process
6. communicate your thoughts and ideas via discussions, meetings or other methods of communication to relevant people
7. confirm decisions conform to organisational ethical and social responsibilities
8. confirm decisions conform to organisational and regulatory compliance quality, production or other activities within the food and drink business

### Report decisions

9. record decisions according to organisational requirements
10. communicate decisions to the relevant people

## Knowledge and understanding

*You need to know and understand:*

1. the importance of informed decision-making and how to access and review the relevant information and data
2. how to access the food and drink business strategy, policy and plans and the importance of these documents to organisational decision making
3. how to handle information and data of a sensitive nature and why it is important to do so
4. what the methods of communication and information technology are, to aid decision making in the food and drink business
5. how to encourage an open, honest debate from all relevant areas of the food and drink business
6. how to recognise, acknowledge and use input into decision making, from all relevant areas of the food and drink business
7. the organisational and regulatory requirements affecting a food and drink business
8. the organisational, social and ethical responsibilities of your food and drink business
9. what the different organisational methods of recording and communicating information and data are, to help support decision-making
10. the food and drink business requirements for conduct during decision-making discussions and meetings
11. how to input into decision-making discussions
12. why it is important to gather input from relevant people and areas of the food and drink business and how to do this
13. how to record and communicate final decisions to relevant people

## Support decision-making in a food and drink business

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<b>Developed by</b>	NSAFD
<b>Version Number</b>	2
<b>Date Approved</b>	January 2019
<b>Indicative Review Date</b>	January 2024
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Improve
<b>Original URN</b>	IMPBP208S, IMPBP209K
<b>Relevant Occupations</b>	Associate professionals and technical oc; Administration; Business Management
<b>Suite</b>	Food Business Strategic Leadership
<b>Keywords</b>	Food; drink; manufacturing; business; support; decision-making

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