

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 problemsolving 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
 - 1.1 how to access the food and drink business strategy, policy and

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