
Overview

This standard covers the systematic analysis and identification of problems in processes followed by the safe resolution of these problems.

It involves diagnosing problems safely in order to prevent any loss in production or operational time and resolving problems efficiently whilst maintaining a safe working environment.

Performance criteria

You must be able to:

1. diagnose and resolve operating problems in accordance with relevant organisational health and safety requirements, quality standards, environmental standards and Revenue and Customs requirements
2. diagnose operating problems
3. diagnose the nature, cause and the effect of the problems
4. investigate problems in accordance with organisational requirements
5. seek advice and report to relevant colleagues
6. select solutions which are effective in relation to operational specifications
7. implement solutions to resolve operating problems in accordance with organisational requirements
8. communicate with relevant colleagues while identifying and resolving operating problems in accordance with organisational requirements
9. complete all records in accordance with organisational procedures

Knowledge and understanding

You need to know and understand:

1. how to diagnose and resolve operating problems in accordance with the current legislation and the organisational health and safety, hygiene, environmental, quality standards and instructions, Revenue and Customs requirements
2. the operating problems which may arise and their probable causes
3. the effect of operating problems on other related operations
4. the procedures for reporting and handling operational problems and what may happen if they are not followed
5. how to use any relevant tools and test equipment
6. what is expected of the operating systems and the actions to be taken if restored operations do not meet requirements
7. the situations where temporary repairs are acceptable and when they are not
8. how to complete records in accordance with organisational requirements
9. what should be communicated, to whom and why it should be done
10. the limits of your authority and the consequences of exceeding them

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Diagnose and resolve operating problems in the spirits industry



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