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## Overview

This standard is about the skills and knowledge needed for you to evaluate and improve your own performance in a food and drink business. Evaluating and improving your own performance in a food and drink business is important to achieving your aims and objectives and those of the food and drink business in an efficient and timely manner. It is important in maximising use of resources, ensuring compliance, minimising waste, reducing costs and increasing efficiency, productivity and quality of production. You will need the skills and knowledge to:

- confirm your aims and objectives, determine how they can be achieved more efficiently or with increased productivity or quality.
- initiate and carry out improvements to your performance, evaluate your performance and receive feedback from colleagues.

This standard is for you if you work in food and drink operations and/or supply operations and are involved in evaluating and improving your own performance in a food and drink business.

## Performance criteria

*You must be able to:* Evaluate your own performance

1. confirm the requirements and outcomes of your job, with relevant people
2. evaluate your progress against agreed deadlines, aims and objectives
3. assess your planning and time management skills
4. evaluate your responsibility in maintaining internal and external compliance, quality and productivity requirements and gauge it against organisational requirements
5. measure your effectiveness in the use of resources and maintenance of costing requirements
6. assess if your words and actions support the organisational values and culture

Improve your own performance

7. consider in what areas you have the ability or potential and mental resilience to improve your own performance
8. identify areas where you can improve your own performance, put them into practice
9. show commitment and drive to improving your own performance
10. accept and encourage feedback from relevant people
11. take responsibility for your own workload, including any mistakes made
12. reflect on your mistakes and determine how to learn from them and improve future performance

13. address problems and challenges using problem solving techniques
14. conduct yourself in a manner that supports the values, culture and branding of the food and drink business
- Review improvements
15. review your performance against agreed outcomes
16. re-negotiate deadlines, aims and objectives with relevant people
17. identify how any improvements in your own performance has improved productivity or other measurable outcome in a food and drink business
18. provide feedback on your performance to relevant people

## Knowledge and understanding

*You need to know and understand:*

1. the organisational values, behaviours, culture and policies and procedures that must be adhered to when working in the food and drink business
2. the tasks and responsibilities of your position
3. the importance of confirming the requirements and agreed outcomes of your job
4. your responsibility in maintaining internal and external compliance, quality, productivity requirements and financial awareness
5. how your performance in carrying out the tasks and responsibilities can be measured
6. the importance of your behaviour, actions and words as a measure of and contributor to performance when carrying out your job and how to do this
7. why it is important to acknowledge mistakes made and learn from them and how to do this
8. why it is important to receive feedback from colleagues and the organisational procedures that must be adhered to when feedback is given
9. how to identify areas where you can improve your own performance, implement them and evaluate their success
10. the importance of showing commitment and drive to improving

your own performance and how to do this

11. what the organisational procedures are for reviewing your progress and how to follow them

12. how to review and measure improvements against aims and objectives

13. why it is important to determine how improvements in your own

performance has improved a measurable outcome in the food and drink business

14. how to re-negotiate deadlines, aims and objectives where necessary

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