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## Overview

This standard covers the skills and knowledge needed for monitoring and maintaining the quality of products from a raw material and production perspective, through to the end customer/consumer, within your area of responsibility in food and drink operations.

You need to identify quality problems and take action to resolve these. You will be involved with relevant quality control systems and procedures which are used in your workplace.

This standard is relevant to you if you are involved with monitoring product quality. You may be responsible as a supervisor/team leader in food and drink operations.

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## Performance criteria

*You must be able to:*

1. monitor product quality to organisational requirements
2. identify and report factors which may adversely affect product quality
3. identify and report non-conformances to quality standards to the relevant person
4. take corrective action to reject or isolate products or items which do not conform to specification
5. manage products or items that do not conform through corrective action procedures
6. quarantine products or items that do not conform to prevent accidental use
7. take action to bring product back into quality specification to minimise any loss of product
8. seek advice for quality problems outside your own level of authority or expertise
9. offer support to or seek help for colleagues who encounter quality problems
10. receive and confirm instructions for the resolution of quality problems
11. communicate to ensure that resolutions to quality problems are followed and understood in accordance with organisational requirements
12. record corrective actions taken to meet required standard
13. carry out quality checks and processes consistently to the required specifications
14. use personal protective equipment in accordance with organisational requirements
15. complete records in accordance with organisational requirements
16. follow legal and regulatory requirements, hygiene and environmental standards or instructions

## Knowledge and understanding

*You need to know and understand:*

1. the relevant legal and regulatory requirements, hygiene, environmental standards, customer requirements and 3rd party standards
2. the consequences of not meeting relevant legal and regulatory requirements, hygiene, environmental standards, customer requirements and 3rd party standards
3. the workplace quality system and procedures relevant to your area of responsibility
4. how to obtain relevant and up to date work instructions/standard operating procedures, schedules and specifications
5. how to identify quality problems in your work area
6. how to manage product quality to prevent any accidental use of nonconforming products
7. procedures for resolving quality problems and making improvements
8. why quality assurance is important and how it affects work activities
9. common factors affecting product quality and food safety in the workplace including contamination, cross-contamination and processing errors
10. the measures taken to minimise risk to product quality and food safety
11. why it is important to maintain product quality and seek continuous improvement
12. how to keep quality records and data secure and why this is important
13. the lines and methods of communication within your organisation
14. the importance of communication in the maintenance of quality
15. the importance of stakeholder engagement
16. the limits of your own authority and why it is important to work within them
17. the importance of reporting problems promptly
18. the importance of recording actions taken and completion of records correctly
19. your responsibility for team members following relevant quality and food safety requirements

IMPQI103

Monitor and maintain product quality in food and drink operations



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