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## Overview

This standard is about the skills and knowledge needed for you to contribute to the development of an improvement culture to support your organisation's drive to improve food and drink operations. This is important to increasing productivity and success of manufacture, processing and supply within the food and drink supply chain. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.

You will need to show and understand how you can contribute systematically to the development of organisational culture in your workplace. You also need to show and understand how you can lead by example, communicate effectively, value and support others, motivate and assist in building consensus in relation to your role. You will need to comply with your company policy for cultural development including values and behaviours, take responsibility for your contribution, and refer any issues outside of the limit of your authority to others.

This standard is for you if you contribute to the development of an improvement culture working in food and drink operations including, manufacturing, processing, packing or supply chain activities. You may have responsibilities for maintaining and improving quality in the workplace, with either autonomous or operationally restricted responsibilities.

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## Performance criteria

### You must be able to:

#### Take action and communicate cultural behaviours

1. confirm with the relevant personnel, what values and assumptions encourage behaviour that is consistent with your organisation's improvement or excellence vision and strategy
2. act with personal and verbal behaviours which reinforce the values and assumptions of the improvement or excellence strategy
3. communicate agreed values to the relevant personnel in accordance with procedures
4. take relevant opportunities to motivate colleagues in sharing and acting on agreed values

#### Contribute to value systems and monitor cultural values

5. provide feedback to the review of policies and systems to support agreed cultural values of the improvement or excellence strategy
6. take relevant opportunities to counter instances of conflict with agreed values amongst colleagues
7. provide feedback to the relevant personnel about cultural values and development from your experience of working with colleagues
8. seek feedback on the value of your contribution to the cultural development of your organisation from relevant personnel

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## Knowledge and understanding

### You need to know and understand:

1. where and how to confirm the values and assumptions which underpin the improvement or excellence strategy
2. the purpose and objectives of the improvement or excellence strategy
3. how workplace culture can support organisational success and improvement
4. what your company policy or protocol is for values and behaviours
5. how to provide motivation for colleagues
6. how best to counter instances of conflict with agreed values amongst colleagues
7. how to counter negative opinions, attitudes and behaviours which adversely impact on workplace culture
8. what the internal factors are which most influence organisational culture
9. how you create a sense of common purpose
10. how you prioritise time to support others
11. how to find practical ways around barriers which others present or challenge you with
12. how to give and receive feedback regarding your contribution to cultural development
13. the formal and informal communication channels used and which to use dependent on the situation
14. who to report to in the review of policies and systems in support of the improvement or excellence strategy
15. the limits of your own authority, and reporting arrangements in the event of issues you encounter that you cannot resolve

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Contribute to the development of an improvement culture in food and drink operations



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