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## Overview

This standard is about the skills and knowledge needed for you to manage workplace organisational improvement to support your organisation's drive to improve food and drink operations. Workplace organisational management is important in increasing productivity and success of manufacture, processing and supply within the food and drink supply chain. Effective management is important where the implementation of change, improvement, new practice, targets and a performance driven culture creates challenges for individuals and the dynamic of teams. You will need to show and understand how you can manage the coordination and effective application of workplace organisation techniques like 5S or 5C or similar alternative techniques. Producing Standard Operating Procedures (SOP) and visual controls for the work area may be essential parts of organisational improvement in your area of responsibility.

You need to show and understand how you improve the condition and effectiveness of the working environment using techniques and innovations which are aligned with productivity improvement. You will need to comply with your company policy for organisation and activities you undertake, take responsibility for your actions, and refer any issues outside of the limit of your authority to others.

This standard is for you if you manage workplace organisational improvement working in food and drink operations including manufacturing, processing, packing or supply chain activities. You may have responsibilities for aspects of organisational improvement in a team leadership or management role.

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## Performance criteria

### You must be able to:

Identify and coordinate workplace organisation in the areas you are responsible for

1. identify opportunities for workplace organisation improvements in accordance with improvement plans
2. consult with the relevant personnel about improvements to workplace organisation
3. access relevant regulation and procedural information to ensure compliance can be maintained
4. co-ordinate and apply the process of workplace organisation within your area of responsibility and establish the area score

Implement improvement to workplace organisation

5. identify and confirm where information or resources are not in compliance with requirements and agree what improvement can be made with the relevant personnel
6. recommend changes to Standard Operational Procedures and visual controls to the relevant personnel
7. make improvements to workplace organisation and establish a new improved area score, to support the progress of improvement
8. refer any issues outside the limit of your authority to the relevant personnel

Obtain and provide feedback on workplace organisation

9. seek feedback on the value of your improvements to workplace organisation and to organisational effectiveness from the relevant personnel
10. check current compliance levels and targets in accordance with procedures
11. provide feedback on your contribution to workplace organisational improvement to the relevant personnel

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## Knowledge and understanding

You need to know and understand:

1. what the specific health and safety regulations and organisational procedures require of you in your management role and working area
2. what the specific food safety regulations and organisational procedures require of you in your management role and working area
3. the main factors to be considered when selecting an area for a workplace organisational improvement activity
4. what procedures are used to identify non-compliant information or resources
5. how to organise and label resources for rapid identification
6. how to collate valid information to develop or update Standard Operational Procedures or other organisational procedures
7. how to evaluate and prioritise improvements considered for the workplace
8. how to score and audit the workplace organisation
9. what the techniques are that can be used to communicate information using visual methods
10. what the best methods are for formulating recommendations and implementing change
11. how to give and receive feedback regarding your contribution to Standard Operational Procedure development and workplace organisation
12. the formal and informal communication channels used and which to use dependent on the situation
13. the limits of your own authority, and reporting arrangements in the event of problems that you cannot resolve

IMPQI244

Manage workplace organisational improvement in food and drink operations



Developed by	Improve
Version Number	3
Date Approved	31 Dec 2021
Indicative Review Date	31 Jan 2025
Validity	Current
Status	Original
Originating Organisation	NSAFD
Original URN	IMPQI244
Relevant Occupations	Food Production Operatives, Manufacturing Technologies, Plant and Machine Operatives, Process Operatives, Process, Plant and Machine Operatives
Suite	Achieving Food Manufacturing Excellence
Keywords	Food operations; Manufacturing; Excellence; Improvement; Organisational development; Change; Management;