

## Overview

This standard is about the skills and knowledge needed for you to support production in food and drink operations and the associated supply chain.

Many jobs in food and drink manufacturing give essential and valuable support to people doing the production and processing work. People working directly on the line cannot do those jobs without a whole range of production support services. A support worker has to be flexible and do many different tasks. You must know how to and be able to work to support operations by being prepared for the needs of the production line without losing productivity.

These tasks involve all the same food safety and health and safety features of any job in the food and drink industry. They demand skills and knowledge that enable people to switch between different tasks but apply the same standards to each one. Complying with and understanding health and safety, food safety, environmental and organisational requirements are essential features of this standard.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in managing production in food and drink manufacture.

## Performance criteria

- You must be able to:*
1. prepare to support operations according to the required legal or regulatory requirements, organisational health, safety, environmental and hygiene standards or instructions
  2. prepare to provide products or services to production lines at a pace that maintains the speed of the line
  3. provide products or services at a pace that maintains the speed of the line
  4. identify problems in providing products or services that may affect supplies to match the speed of the line
  5. deal with problems in accordance with company procedures
  6. close down your work station or services in a manner that meets health and safety, hygiene and environmental requirements
  7. support operations in accordance with quality specifications, hygiene and food safety standards
  8. check that the product or service provided meets quality specifications
  9. check that the appearance of products meet defined specifications
  10. deal with problems with products or services in accordance with company procedures

## Knowledge and understanding

*You need to know and understand:*

1. to what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. ways of preparing for support work and why preparation is important
3. how delays or breaks in support services can affect production and profit
4. that line workers are internal customers to support staff and why it is important to meet their customer expectations
5. what you can do within the limits your own authority and when to refer problems to others
6. how quality specifications affect production work and why they are important
7. company procedures for dealing with problems in supplying continuous product and services to line workers
8. company procedures for end of shift or closing down and why it is important to follow those procedures
9. visual checking procedures for products and services and why they are important to quality
10. how factory digitisation supports the production process

## Support production in food and drink operations

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