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## Overview

This standard is about the skills and knowledge needed to contribute to the measurement and collection of data for the review/analysis of the performance of improvement activities 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 need to show and understand how to contribute systematically to the measurement and recording of key performance statistics which result from processes, and indicators like consumption and waste, resulting from improvement activities. You will need to contribute to and understand the collection and maintenance of data, and help to report the data to inform the future implementation of improvements in support of the improvement strategy. You will need to comply with and understand your company policy for measurement and data collection of improvements and take responsibility for your actions.

This standard is for you if you contribute to operational improvement by carrying out performance measurement and data collection, 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.

## Performance criteria

*You must be able to:*

Contribute to planning for the measurement and recording of improvements

1. assist in selecting an improvement activity to be measured in accordance with the improvement plan
2. confirm the measurement objectives and plan with the relevant personnel
3. assist in the presentation of plans for the measurement of improvement activities
4. confirm the resources necessary for the measurement activity in accordance with procedures

Contribute to measurement and recording of improvements

5. familiarise yourself with the detail and objectives of the improvement activity
6. gather reliable, relevant and valid evidence to further your understanding of the improvement activity in accordance with procedures
7. utilise your knowledge of operations monitoring, trends and developments to carry out measurements
8. complete activities necessary to obtain measurements and maintain communication with the relevant personnel
9. record and log your measurements in accordance with procedures

Contribute to the collection and reporting of improvement data

10. collect and update data from the relevant sources in accordance with procedures
11. remove out of date or irrelevant data from the source data
12. collate data in a format which supports the improvement plan
13. assist in the reporting and presentation of data to the relevant personnel
14. report in a way which is aligned to the achievement of the organisation's vision, aims and objectives for improvement

## Knowledge and understanding

*You need to know and understand:*

1. your organisation's achieving excellence vision or improvement strategy, key objectives and the reasons for improvement
2. your organisational improvement activities and their implementation
3. the importance of the review of improvement activities
4. why measurements and data are needed and how they will be used
5. where to find existing data and who is responsible for this
6. the importance of collecting and recording data accurately
7. how to carry out measurements and recording data
8. how to gather reliable, relevant and valid evidence to inform measurements and data
9. how to record and log measurements correctly using organisational systems
10. how to use your organisation's data recording systems
11. how to assist a responsible person in the reporting/presentation of data
12. how to communicate measurements and data in a way which assists understanding
13. the formal and informal communication channels used and which to use dependent on the situation
14. the limits of your own authority, and reporting arrangements in the event of problems with measurements and data that you cannot resolve

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