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## Overview

This standard is about the skills and knowledge needed for you to implement a problem solving methodology for improvement to support your organisation's drive to improve food and drink operations. This is important in increasing productivity and success of manufacture, processing and supply within the food and drink supply chain. Problem solving is vital in support of an improvement strategy as it underpins improvement programmes and the use of DMAIC (Define, Measure, Analyse, Improve, Control) methodology or similar. Six Sigma or similar techniques may be used as the basis of the improvement programme.

You will need to show and understand how you implement a problem solving methodology for an improvement programme or project. You also need to show and understand how you organise, monitor and coordinate improvement activities. You need to use and understand problem solving methodology in dealing with improvement problems. You will need to comply with your company policy for improvement, take responsibility for your actions, and refer any issues outside of the limit of your authority to others.

This standard is for you if your role requires you to implement a problem solving methodology for improvement 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.

## Performance criteria

*You must be able to:*

Develop a problem solving methodology to support improvement

- 1.obtain improvement programme objectives in accordance with the improvement plan
- 2.select a process on which to carry out the activity in consultation with the relevant personnel
- 3.determine where the organisational Six Sigma or improvement techniques will apply
- 4.apply continuous improvement methodology to determine quality characteristics and improvement opportunities in accordance with the improvement plan
- 5.organise the activities required, to support the implementation of problem solving and improvement, with the relevant personnel
- 6.agree the Six Sigma or improvement programme with the relevant personnel

Maintain problem solving in an improvement programme

- 7.co-ordinate the activities which are necessary to implement the improvement programme with the relevant personnel
- 8.monitor and maintain improvement activities in accordance with procedures
- 9.assess the effectiveness of problem solving and improvement methodology in accordance with the improvement plan
- 10.use the problem solving methodology to deal with problems that impact on the achievement of the improvement programme
- 11.maintain the effective visual communication of information and results in accordance with procedures
- 12.maintain effective communication to support those involved with the improvement process
- 13.refer any issues outside of the limit of your authority to the relevant personnel

Obtain and provide feedback

- 14.seek feedback on the value of your contribution to problem solving and improvement from relevant personnel
- 15.check current compliance levels and targets in accordance with procedures
- 16.provide feedback on your contribution to problem solving and improvement to the relevant personnel

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## Knowledge and understanding

*You need to know and understand:*

1. how problem solving underpins your organisation's improvement strategy
2. how improvement techniques contribute to your organisation's improvement strategy
3. why Six Sigma or similar techniques are necessary and what the benefits are to food and drink operations
4. the work area/operational activity where improvement is to be implemented
5. the food and drink operational activity under review
6. the resources required by the operational activity
7. how to apply the problem solving and improvement methodology
8. the improvement technique methodology you are using
9. how to secure the agreement and collaboration of people to problem solving and improvement
10. how to monitor and co-ordinate improvement
11. how to identify problems and opportunities for solving them
12. how to maintain effective communication with those involved in the problem solving and improvement process
13. the extent of your own authority, and to whom you should report in the event of problems that you cannot resolve
14. how to give and receive feedback regarding your implementation of problem solving methodologies

IMPQI274

Implement a problem solving methodology for improvement in food and drink operations



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<b>Developed by</b>	Improve
<b>Version Number</b>	3
<b>Date Approved</b>	31 Dec 2021
<b>Indicative Review Date</b>	31 Jan 2025
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	NSAFD
<b>Original URN</b>	IMPQI274
<b>Relevant Occupations</b>	Food Production Operatives, Manufacturing Technologies, Plant and Machine Operatives, Process Operatives, Process, Plant and Machine Operatives
<b>Suite</b>	Achieving Food Manufacturing Excellence
<b>Keywords</b>	Food; Operations; Manufacturing; Excellence; Improvement; Problem; Solving; Six; Sigma;

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