

## Overview

This standard covers the skills and knowledge needed for you to diagnose production problems in food and drink operations and the associated supply chain.

This standard is about identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations). It covers identifying problems, finding out what they are and reporting them to the appropriate people. Making decisions and communicating effectively are essential features of this standard. 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 diagnosing production problems in food and drink operations.

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## Performance criteria

*You must be able to:*

1. identify production problems
2. assess the impact of production problems
3. take the appropriate action to make sure you and your colleagues remain safe
4. check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards
5. diagnose the nature, cause and the effect of the problems
6. investigate problems in accordance with organisational specifications
7. communicate the problems to the appropriate person
8. complete all documentation in accordance with organisational requirements

## 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. the business's need for problem solving
3. the benefits of formalised problem solving
4. what the relevant product and process specifications are
5. how to recognise differences from specification
6. what the relevant operating procedures, standards and critical control factors are in your area of work
7. what typical operating problems occur in your area of work and their possible effect on other operations
8. how the relevant plant and equipment works
9. how to use any relevant tools and test equipment
10. how to investigate problems in a safe and cost-effective manner and why it is important to do so
11. how to define and verify the root cause of a problem
12. what different methods can be used to gather evidence about problems
13. how to analyse problems to determine their nature, cause and effects
14. what the limits of your own authority and competence are and why it is important to work within them
15. what the lines and methods of effective communication are and why it is important to use them
16. what the documentation requirements are and why it is important to meet them
17. how factory digitisation supports the production process

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Diagnose production problems in food and drink operations



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