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## Overview

The aim of this standard is to provide the learner with the knowledge and skills to be able to contribute to the improvement of the organisation through the effective use of resources, manpower, communication methods and working relationships within the glass or glass related working environment.

This standard is for you if you work in the Glass Industry and have the skills, knowledge and opportunity to look at and suggest ways to improve performance and/or business processes.

GQAFEN16

Improve the work of the organisation in a glass or glass related working environment



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## Performance criteria

*You must be able to:*