

Title	Identify and contribute to continuous improvement in a dairy processing operation		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to: describe dairy processing requirements and tools that can be used for the implementation of a continuous improvement process, and contribute to a continuous improvement process, in a dairy processing operation.
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Classification	Dairy Processing > Milk Processing
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Available grade	Achieved
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Guidance Information

- 1 Legislation and regulations relevant to this unit standard include but are not limited to:
 - Health and Safety at Work Act 2015;
 - Animal Products Act 1999;
 - Animal Products (Dairy) Regulations 2005; and any subsequent amendments.
- 2 All evidence presented in this unit standard must be in accordance with:
 - organisational requirements.
- 3 Definitions

Continuous improvement process – refers to an ongoing effort to improve products, services or processes. These efforts can seek incremental improvement over time or breakthrough improvement all at once.

Organisational requirements – instructions to staff on policies and procedures which are documented in memo, electronic or manual format and are available in the workplace. These requirements include but are not limited to – site specific requirements, and company quality management requirements.
- 4 This unit standard must be assessed in a realistic workplace environment. The candidate must be under realistic time pressures and use relevant commercial equipment.

Outcomes and performance criteria

Outcome 1

Describe dairy processing requirements and tools that can be used for the implementation of a continuous improvement process.

Performance criteria

1.1 Describe dairy process and product characteristics in terms of processing requirements.

Range processing requirements may include but are not limited to – product specifications, procedures, type and purpose of product tests conducted, operating parameters, instrument calibration, recording and reporting;
evidence of three processing requirements is required.

1.2 Describe continuous improvement processes and tools in terms of purpose and application.

Range processes and tools may include but are not limited to – 5 Whys technique, cause and effect diagrams, check sheets, control charts, Pareto charts, histograms, scatter diagrams, flow charts, root cause analysis;
evidence of three processes and tools is required.

1.3 Describe the implementation of a continuous improvement process and the purpose of each step in a systematic problem-solving approach.

Range systematic sequence for problem solving and implementation of a continuous improvement process may include but is not limited to – A3, 4 Step, PDCA (plan-do-check-act) cycle, DMAIC (define-measure-analyse-improve-control) process;
evidence of one structured improvement process is required.

Outcome 2

Contribute to a continuous improvement process in a dairy processing operation.

Performance criteria

2.1 Monitor a dairy processing operation to determine potential problems or priority areas for improvement.

2.2 Identify potential solutions and assess for likelihood of success and potential adverse consequences.

2.3 Select and implement continuous improvement options and monitor the trends to identify improvement.

2.4 Assess continuous improvement implementation actions for effectiveness and determine if any future actions are required.

2.5 Document and recommend further continuous improvement options.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2015	31 December 2024
Review	2	27 May 2021	N/A
Revision	3	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0022
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact the Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.