

Title	Describe and implement a change management process in a dairy processing operation		
Level	4	Credits	30

Purpose	People credited with this unit standard are able to describe a change management process; and, implement a change management process, in a dairy processing operation.
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Classification	Dairy Processing > Dairy Processing - Core Skills
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to:
 - Health and Safety at Work Act 2015.
- 2 Definitions

Change management process refer to a process of requesting a change, analyse the change request, plan, implement, and evaluate the change to a system. The process is a sequence of deliverables that aim to improve a standard.

Organisational requirements refer to instructions to staff on policy and procedures which are documented in memo or manual format and are available in the workplace. These requirements include but are not limited to – site specific requirements, manufacturer’s specifications, product quality specifications, and legislative requirements.
- 3 For the purpose of this unit standard situations that could initiate a change request to a standard in a dairy processing operation may include but are not limited to:
 - standard operating procedure update
 - log sheet update
 - product failure caused by out of specification product
 - supplier change of a manufacturing resource having different properties
 - repeat failures of a system
 - harm to people
 - damage to plant.
- 4 The learner must participate in two situations where a dairy processing operation has initiated a change management process to resolve an identified issue.
- 5 For the purposes of assessment:
 - evidence for the practical components of this unit standard must be supplied from the workplace.
 - evidence for all outcomes must be presented in accordance with organisational requirements.

Outcomes and performance criteria

Outcome 1

Describe a change management process in a dairy processing operation.

Performance criteria

- 1.1 Describe situations that can initiate a change request to a standard.
- Range evidence of three situations is required.
- 1.2 Describe factors to consider in terms of the feasibility of a change request to a standard.
- Range feasibility factors to consider may include but are not limited to – technical feasibility, costs, benefits; evidence of two factors is required.
- 1.3 Describe factors to consider in terms of planning a change request to a standard.
- Range planning factors may include but are not limited to – impact of change, resource requirements, timeframes, communication strategies, team member support; evidence of three planning factors is required.
- 1.4 Describe factors to consider in terms of implementing a change request to a standard.
- Range implementation factors may include but are not limited to – steps to perform change, testing requirement, update documentation, communication with team member; evidence of three implementation factors is required.
- 1.5 Describe the evaluation of a change in terms of determining whether the outcome of the change implementation fulfils the requirements of the change request.
- Range evaluation may include but is not limited to – verify change, close change.
- 1.6 Describe communication methods used in terms of communicating the change request and the outcome of the change request to a standard.

Outcome 2

Implement a change management process for a dairy processing operation.

Performance criteria

- 2.1 Identify a potential change request to a standard and develop a change request.
- 2.2 Participate in the analysis of a change request.
- 2.3 Participate in developing a plan taking into consideration factors that will influence the change request to a standard.
- 2.4 Participate in the implementation of the change request to a standard.
- 2.5 Evaluate the change request to determine whether the outcome meets the requirements of the change request.
- 2.6 Communicate the outcome of the change request using organisational communication methods.
- 2.7 Reflect on the change management process to identify areas for improvement.

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	10 December 2020	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 Primary Industry Training Organisation standards@primaryito.ac.nz if you wish to suggest changes to the content of this unit standard.