

<b>Title</b>	<b>Describe process improvement in a dairy processing operation</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to describe: the benefits of process improvement and application of continuous improvement tools; product quality requirements and performance indicators; how process improvement is applied; and opportunities for process improvement and waste minimisation, in a dairy processing operation.
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<b>Classification</b>	Primary Products Food Processing > Primary Products Food Processing - Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

### Definition

*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, company quality management requirements, hygiene, health and safety, regulatory and legislative requirements.

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## Outcomes and performance criteria

### Outcome 1

Describe the benefits of process improvement and application of continuous improvement tools in a dairy processing operation.

### Performance criteria

1.1 Describe benefits of process improvement in terms of plant reliability, cost savings, product quality and organisational safety.

1.2 Describe the application of continuous improvement tools in a dairy processing operation.

**Range** tools may include but are not limited to – engagement surveys, audits, Plan Do Check Act, Define, Measure, Analyse, Improve, Control, Value Stream Mapping, 5 Why, Root Cause Analysis; evidence of two tools is required.

## Outcome 2

Describe product quality requirements and performance indicators in a dairy processing operation.

### Performance criteria

2.1 Describe product quality requirements in accordance with organisational requirements.

Range quality requirements may include but are not limited to – dimensions, volume, weight, visual appearance, composition, label specifications, temperature, moisture, density; evidence of two quality requirements is required.

2.2 Describe performance indicators and their methods of measurement in accordance with organisational requirements.

Range indicators may include but are not limited to – targets, rejection rates, tolerances, weights, quality, clean in place turnaround times, value creation, volumes, losses; evidence of two indicators is required.

## Outcome 3

Describe how process improvement is applied in a dairy processing operation.

### Performance criteria

3.1 Describe procedural changes to organisational procedures in terms of making changes within an operator's area of control.

3.2 Describe a procedure for making changes to organisational procedures that are outside operator's area of control in terms of communication with relevant personnel.

Range personnel may include but is not limited to – team leader, supervisor, maintenance, human resources, marketing, despatch; evidence of one personnel is required.

3.3 Describe steps for reviewing improvement suggestions and identifying suitable suggestions to progress in terms of processes used in accordance with organisational requirements.

## Outcome 4

Describe opportunities for process improvement and waste minimisation in a dairy processing operation.

**Performance criteria**

4.1 Describe opportunities for process improvement and the potential improvements in terms of dairy processing benefits.

Range improvements may include but are not limited to – safety issues, communication methods, training procedures, equipment maintenance, product presentation, quality, volume; evidence of two improvements is required.

4.2 Describe opportunities to minimise wastage and the potential improvements in terms of dairy processing benefits.

Range wastage may include but are not limited to – raw materials, finished product, expertise, time; evidence of two examples of wastage is required.

<b>Planned review date</b>	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	25 March 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0018
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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](mailto:standards@primaryito.ac.nz) if you wish to suggest changes to the content of this unit standard.