

Title	Describe performance measures and implement remedial actions to solve non-conformances in a dairy processing operation		
Level	5	Credits	15

Purpose	People credited with this unit standard are able to: describe performance measures used in a dairy processing operation; identify performance measurements and investigate deviations in performance measurements; analyse dairy processing deviations, implement corrective actions and recommend preventative actions; engage with stakeholders and apply procedures to document changes in response to non-conformance of performance measures, 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 includes but are not limited to:
 - Health and Safety at Work Act 2015.
- 2 All evidence presented in this unit standard must be in accordance with organisational requirements.
- 3 Definition
Organisational requirements – instructions to staff on policies and procedures which are documented in memo or manual format and are available in the workplace. These requirements include but are not limited to – manufacturer specifications, company quality management requirements, site procedures, and legislative requirements.

Outcomes and performance criteria

Outcome 1

Describe performance measures used in a dairy processing operation.

Performance criteria

- 1.1 Describe the objectives of performance measures used in a dairy processing operation in terms of achieving organisational and customer requirements.

Range objectives may include but are not limited to – production, quality, costs, environment, order delivery; evidence of three objectives is required.

1.2 Describe monitoring of performance measures applied in a dairy processing operation in terms of different methods and frequency used.

1.3 Describe performance measurement limits used in a dairy processing operation in terms of defining limits and steps needed if limits are not met.

1.4 Describe the impacts of non-conformance of performance measures used in a dairy processing operation in terms of internal and external consequences.

Range impacts may include but are not limited to – budget, consents, customers, market access, regulatory bodies; evidence of three impacts is required.

1.5 Describe control points used in a dairy processing operation in terms of their impact on the achievement of performance measures.

Outcome 2

Identify performance measurements and investigate deviations in performance measurements in a dairy processing operation.

Performance criteria

2.1 Identify performance measurements that determine dairy processing operating efficiency.

Range evidence of six performance measurements is required.

2.2 Investigate deviations in performance measurements that determine non-conformance in dairy processing operating performance.

Range evidence of six deviations is required.

Outcome 3

Analyse dairy processing deviations, implement corrective actions and recommend actions to prevent reoccurrence of deviations.

Performance criteria

3.1 Analyse common causes of deviations that lead to non-conformance of performance measures.

3.2 Implement corrective actions to remedy deviations causing non-conformance of performance measures.

3.3 Recommend actions to prevent reoccurrence of deviations causing non-conformance of performance measures.

Outcome 4

Engage with stakeholders and apply procedures to document changes in response to non-conformance of performance measures in a dairy processing operation.

Performance criteria

- 4.1 Engage with stakeholders to carry out closing out procedures for corrective and preventative actions to meet operational requirements.
- 4.2 Apply procedures to document changes made in response to non-conformance of performance measures.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 April 2022	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 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.