

Title	Describe and apply project management techniques to an improvement project in a dairy processing operation		
Level	5	Credits	20

Purpose	People credited with this unit standard are able to: describe the project management delivery process; and apply project management techniques to an improvement project, 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 relevant to this unit standard includes but is 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 Definitions

Improvement project – a defined scope of work that focuses on improving a single or multiple process within a dairy processing operation.

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.
- 4 For the purposes of assessment, the learner can apply knowledge of project management to a project working as a lead or within a team situation.

Outcomes and performance criteria

Outcome 1

Describe the project management delivery process in a dairy processing operation.

Performance criteria

- 1.1 Describe key organisational considerations in terms of the project management delivery process.
- Range considerations may include but are not limited to – time, scope, cost, internal resources, external resources; evidence of three considerations is required.
- 1.2 Describe the roles of key personnel in terms of the project management delivery process.
- Range key personnel may include but are not limited to – senior management, sponsor or budget manager, project manager, stakeholders, team members, suppliers; evidence of four key personnel is required.
- 1.3 Describe the stages of project management in terms of the delivery process.
- Range stages include but are not limited to – initiation, planning, implementation, monitoring, closeout.
- 1.4 Describe the use of project management tools in terms of the delivery process.
- Range tools may include but are not limited to – charter, stakeholder register, risk plan, budget, change management plan, communication protocols, resources, status report, close-out report, acceptance report, take-over report; evidence of six tools is required.

Outcome 2

Apply project management techniques to an improvement project in a dairy processing operation.

Performance criteria

- 2.1 Take actions to initiate an improvement project.
- Range actions may include but are not limited to – a statement of work, a business case, a project charter, authorisation to proceed; evidence of two actions is required.
- 2.2 Develop a project management plan to deliver a defined improvement outcome.
- Range plan elements may include but are not limited to – sponsor, scope, aim, schedule, risk, stakeholders, resources, cost, quality, change management, communication; evidence of five elements is required.
- 2.3 Implement and monitor the project management delivery process to achieve the improvement project outcome.

- 2.4 Prepare and circulate regular project status reports to stakeholders.
- 2.5 Manage introduced change and unexpected delays to the improvement project plan, including informing and seeking stakeholder approval.
- 2.6 Complete closure activities and documentation once the improvement project outcome has been delivered.
- Range closure activities may include but are not limited to – finalising project activities, acceptance testing, takeover, outcome acceptance by sponsor and stakeholders; evidence of three activities is required; closure documentation may include but is not limited to – review of project outcomes against baseline requirements, deviations, ongoing support, ongoing maintenance requirements, final sign-off; evidence of three items of closure documentation is required.
- 2.7 Complete a review of the improvement project delivery process to evaluate project successes, difficulties, learning and suggestions for further improvements.

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.