Title	**Resolve quality non-conformance in food or related products**		
Level	**5**	**Credits**	**10**

Purpose	People credited with this unit standard are able: to investigate, determine and record causes of quality non-conformances; and rectify quality non-conformance in food or related products and processes.

Classification	Food and Related Products Processing > Food and Related Product Quality

Available grade	Achieved

Guidance Information

1 Legislation relevant to this unit standard includes but is not limited to the:
Health and Safety at Work Act 2015.
Food Act 2014.
Food Regulations 2015.
Resource Management Act 1991.

2 Definitions
Agreed indicates that a course of action is:
a agreed between two or more people (including the candidate) – e.g. action completed in an agreed timeframe, and/or
b contained in stated policy and/or procedures (made known to the candidate) as being the required performance standard – e.g. location for filing documentation.
Data refers to on-line, operator's feedback, computer reports, quality records, test results, continuous improvement report, auditing, customer feedback, non-conformance report.
Non-conformance refers to microbiological, analytical, any state that differs from written standard or specification;
Organisational procedures refer to documents that include: worksite rules, codes, and practices; equipment operating instructions; manufacturer’s specifications; production specifications; documented quality management systems; and health and safety requirements, including the use of PPE.
PPE refers to personal protective equipment such as protective clothing, gloves, safety glasses, headwear, footwear, hearing protection, safety devices.
Related products refer to beverages, household products, or personal care products.

3 Assessment information
All activities and evidence must be in accordance with organisational procedures.

Outcomes and performance criteria

Outcome 1

Investigate, determine and record causes of quality non-conformances in food or related products.

Performance criteria

1.1 Deviations from agreed process are identified and investigated within a timeframe that minimises production downtime.

1.2 Systems implemented for collecting data are confirmed as compatible with type of quality non-conformance.

Range systems include but are not limited to – trend analysis and/or sample collection and/or microbiological and/or equipment.

1.3 Data used to determine quality non-conformance is confirmed as accurate and in agreed format.

1.4 Underlying cause of quality non-conformance is identified within a timeframe that minimises product wastage and production downtime.

1.5 Cause of quality non-conformance is determined within organisational constraints.

Range constraints – budgetary, personnel, equipment.

1.6 Determination of quality non-conformance cause is recorded.

Range format – computer and/or manual.

1.7 Investigation into production or process quality non-conformance is conducted.

Outcome 2

Rectify quality non-conformance in food or related products and processes.

Performance criteria

2.1 Solution for rectifying quality non-conformance is identified from available options within a timeframe that minimises production downtime and product wastage.

2.2 Quality non-conformance is rectified within organisational constraints.

Range constraints – time, budgetary, personnel, equipment, material.

2.3 Quality non-conformance is rectified in agreed manner.

Range manner may include but is not limited to – quality not compromised, cost effective, conforms to good manufacturing practice, consistent with test results, no consumer complaints.

2.4 Product and process quality non-conformance is rectified.

2.5 Documentation related to rectifying quality non-conformance of product and process is completed.

2.6 Product wastage, caused by rectifying quality non-conformance of food or related product and processes is minimised, and opportunities to rework non-conforming product are maximised.

2.7 Action is taken to prevent recurrence of quality non-conformance.

Range actions may include but are not limited to – change procedure, training and development, product realignment, process realignment.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 August 1996	31 December 2022
Revision	2	15 May 1998	31 December 2022
Revision	3	22 July 2005	31 December 2022
Review	4	23 April 2008	31 December 2022
Review	5	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference	0013

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.