PRODUCTS AND SERVICE QUALITY MAINTENANCE

ISCED UNIT CODE:0811 251 04 A

TVETCDACC UNIT CODE:AG/CU/PN/CR/04/3/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Maintain product and service quality.

Duration of Unit: 30 Hours

Unit Description

This unit specifies the competencies required to maintain quality of agri-enterprise products and services. It involves determining quality standards of product and services, maintaining standard operating procedures in producing quality products and services, conducting quality-checks, certifying agri - products and services with relevant authorities and responding to client feedback.

Summary of learning outcomes

By the end of this unit of learning, the trainee should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Determine quality standards	5
2.	Maintain quality standard operating procedures	5
3.	Conduct quality-checks	5
4.	Carry out agri-enterprise products and services certification	5
5.	Respond to client feedback	10
Total		**30**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1 Determine quality standards	- Definition of terms - Quality standards - Food safety - Importance of food safety - Types of safety standards - Food safety management	- Oral - Written - Observation - Third party reports - Practical test - Case study

		institutions • Basic principles of food hygiene	• Assignments
2	Maintain quality standard operating procedures	• Definition, meaning and importance of SOPs • Process of developing SOPs • Review and maintenance of SOPs in agri-enterprise • Improving quality using the Kaizen 5S model	• Oral • Written • Observation • Third party reports • Practical test • Case study

3	Conduct quality-checks	• Definitions of terms
		• Importance of quality checks
		• Types of quality checks
		  • Pre-production
		  • In-line / during production
		  • Pre-shipment inspection PSI
		  • Container loading supervision
		  • Piece by piece inspection
		  • Sample inspection
		• Quality check tools
			• Oral
			• Written
			• Observation
			• Third party
			• Practical test
			• Case study
			• Assignments

4	Carry out agri-enterprise products and services certification	• Definition of terms • • Importance of Certification • Types of certifications • Certification bodies • Process of certification	• Oral • Written • Observation • Third party • Practical test • Case study • Assignments
5	Respond to client feedback	• Types of feedback • Importance of feedback • Feedback mechanisms • Feedback analysis	• Oral • Written • Observation • Third party • Practical test • Case study • Assignment

Suggested Methods of Delivery and Instruction:

- Direct instruction
- Field trips/site visits
- Group discussions

- Demonstration
- Instructor-led facilitation of theory
- Practice by the trainee
- Role-play
- Simulations

List of Recommended Resources for 25 Trainees

- Calibration tools
- Computer
- Internet
- Lab and lab equipment, reagents, materials and supplies
- Printer
- Quality check charts
- Record keeping tools
- Sampling containers.
- SOPs / HACCP guidelines
- Standard quality testing tools / equipment such as thermometers, weighing scales etc. based on the industry
- Stationery
- Work spaces