

PRODUCTS AND SERVICE QUALITY MAINTENANCE

UNIT CODE : 0811 341 04 A

TVET CDACC 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	1.1 Definition of terms <ul style="list-style-type: none"> ○ Quality standards ○ Food safety 1.2 Importance of food safety 1.3 Types of safety standards 1.4 Food safety management institutions 1.5 Basic principles of food hygiene	<ul style="list-style-type: none"> ● Oral ● Written ● Observation ● Third party reports ● Practical test ● Case study ● Assignments
2 Maintain quality standard operating procedures	2.1 Definition, meaning and importance of SOPs 2.2 Process of developing SOPs 2.3 Review and maintenance of SOPs in agri-enterprise 2.4 Improving quality using the Kaizen 5S model	<ul style="list-style-type: none"> ● Oral ● Written ● Observation ● Third party reports ● Practical test ● Case study
3 Conduct quality-checks	3.1 Definitions of terms 3.2 Importance of quality checks 3.3 Types of quality checks <ul style="list-style-type: none"> ○ Pre-production ○ In-line / during production ○ Pre-shipment inspection PSI ○ Container loading supervision ○ Piece by piece inspection ○ Sample inspection 3.4 Quality check tools	<ul style="list-style-type: none"> ● Oral ● Written ● Observation ● Third party ● Practical test ● Case study ● Assignments
4 Carry out agri-enterprise products and services certification	4.1 Definition of terms 4.2 Sensitization of workers 4.3 Importance of Certification 4.4 Types of certifications 4.5 Certification bodies 4.6 Process of certification	<ul style="list-style-type: none"> ● Oral ● Written ● Observation ● Third party ● Practical test ● Case study ● Assignments

5 Respond to client feedback	5.1 Types of feedback 5.2 Importance of feedback 5.3 Feedback mechanisms 5.4 Feedback analysis	<ul style="list-style-type: none"> • Oral • Written • Observation • Third party • Practical test • Case study • Assignment
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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

- 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