

## PRODUCTS AND SERVICE QUALITY MAINTENANCE

**ISCED UNIT CODE:** 0811 454 04A

**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
<b>Total</b>		<b>30</b>

## 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"> <li>• Quality standards</li> <li>• Food safety</li> </ul> 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"> <li>• Oral</li> <li>• Written</li> <li>• Observation</li> <li>• Third party reports</li> <li>• Practical test</li> <li>• Case study</li> <li>• Assignments</li> </ul>
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"> <li>• Oral</li> <li>• Written</li> <li>• Observation</li> <li>• Third party reports</li> <li>• Practical test</li> <li>• Case study</li> </ul>
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"> <li>• Pre-production</li> <li>• In-line / during production</li> <li>• Pre-shipment inspection PSI</li> <li>• Container loading supervision</li> <li>• Piece by piece inspection</li> <li>• Sample inspection</li> </ul> 3.4 Quality check tools	<ul style="list-style-type: none"> <li>• Oral</li> <li>• Written</li> <li>• Observation</li> <li>• Third party</li> <li>• Practical test</li> <li>• Case study</li> <li>• Assignments</li> </ul>
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"> <li>• Oral</li> <li>• Written</li> <li>• Observation</li> <li>• Third party</li> <li>• Practical test</li> <li>• Case study</li> <li>• Assignments</li> </ul>

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"> <li>• Oral</li> <li>• Written</li> <li>• Observation</li> <li>• Third party</li> <li>• Practical test</li> <li>• Case study</li> <li>• Assignment</li> </ul>
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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

### • Recommended Resources for 25 Trainees

Category/Item	Description/specification	Quantity	Recommended ratio (item: Trainee)
Desktop computers/laptops		25	1:1
Internet connection			
Projector		1	1:25
Printer		1	1:25
Invoice book		1	1:25
Well-equipped workshop		1	1:25
Mobile phones		1	1:25
Sample Business records		1	1:25

Workers contract templates		1	1:25
SOPs manuals		1	1:25
Quality check charts		1	1:25

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