

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Management					
TSC	Business Performance Management					
TSC Description	Implement the organisation's performance systems to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>	FSS-BIN-4015-1.1	FSS-BIN-5015-1.1	FSS-BIN-6015-1.1
				Implement a performance system within a department	Formulate performance systems and key performance indicators in alignment with of the organisation's objectives	Establish organisational guidelines for performance systems according to organisational mission and objectives
Knowledge				<ul style="list-style-type: none"> Industry best practices in the implementation of performance systems Types of gap analysis procedures 	<ul style="list-style-type: none"> Organisation's products, policies and processes Objectives of the organisation's performance system Key performance indicators (KPIs) Root cause analysis procedures Relevant legal and regulatory requirements 	<ul style="list-style-type: none"> Organisation's vision, mission and values Industry best practices in organisational performance systems Emerging trends and regulatory standards of organisation performance management
Abilities				<ul style="list-style-type: none"> Implement performance systems within a department, taking into account its unique requirements Design monitoring and testing procedures for processes in alignment to requirements of key performance indicators Evaluate departmental performance against the goals Perform gap analyses to investigate performance deviations and identify reasons key performance indicators 	<ul style="list-style-type: none"> Develop performance systems in line with business plans and objectives Oversee the implementation of performance systems to ensure consistency across the organisation Develop KPIs to assess overall performance of the organisation, based on emerging trends Review reports and develop potential solutions address the gaps identified 	<ul style="list-style-type: none"> Establish organisational guidelines for the adoption of performance systems, according to business objectives Review organisation performance systems to ensure alignment with organisational vision, mission and values Endorse key performance indicators for assessing organisational performance as per industry best practices and regulatory standards Review potential solutions for addressing

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				(KPIs) were not achieved <ul style="list-style-type: none"> • Identify root causes for the gaps between current and future state of the department, based on gap analyses • Develop reports with recommendations on how to address the root causes and close the gaps • Translate potential solutions into an implementable action plans for addressing gaps 		of gaps found in business processes, to ensure alignment with organisation mission and objectives
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