

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

<b>TSC Category</b>	Innovation					
<b>TSC</b>	Productivity Optimisation for Food and Beverages Operations					
<b>TSC Description</b>	Drive work area process goals, job specifications and workplace requirements for productivity initiatives, to evaluate work area processes for problems and identify areas for improvement					
<b>TSC Proficiency</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>FSS-PIN-1023-1.1</b>	<b>FSS-PIN-2023-1.1</b>	<b>FSS-PIN-3023-1.1</b>	<b>FSS-PIN-4023-1.1</b>	<b>FSS-PIN-5023-1.1</b>	<b>FSS-PIN-6023-1.1</b>
	Identify work area process goals, job specifications and workplace requirements for productivity optimisation, with documentation on productivity performance	Provide insights and ideas to optimise productivity in the workplace	Implement appropriate productivity tools and techniques for productivity optimisation	Develop recommendations for productivity optimisation	Formulate organisation's productivity road maps and action plans	Champion organisation's productivity culture
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Concept of productivity</li> <li>• Importance of productivity improvement</li> <li>• Benefits of higher productivity at workplace</li> <li>• Types of productivity measurement</li> </ul>	<ul style="list-style-type: none"> <li>• Components, methods to collect and analyse productivity performance data</li> <li>• Need for productivity improvement</li> <li>• Factors affecting productivity improvement</li> <li>• Importance of food production standards and Standard Operating Procedures (SOPs) on ensuring quality and efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Components of productivity action plan</li> <li>• Tools for productivity analysis</li> <li>• Quantitative and qualitative productivity indicators</li> <li>• Appropriate authorities for making changes to food quality standards and SOPs</li> </ul>	<ul style="list-style-type: none"> <li>• Productivity concepts and goals for the organisation</li> <li>• Types of barriers to productivity improvement</li> <li>• Methods of overcoming barriers to productivity improvement</li> <li>• Types of methods, tools and techniques for productivity improvement</li> <li>• Impact of proposed changes to SOPs and food standards on quality</li> </ul>	<ul style="list-style-type: none"> <li>• Components of productivity roadmap and action plan</li> <li>• Productivity management structures to facilitate productivity framework implementation in the organisation and their characteristics</li> <li>• Methods to analyse the relationship between productivity measurements and factors that influence productivity</li> <li>• Importance of respective roles in contributing to productivity optimisation</li> </ul>	<ul style="list-style-type: none"> <li>• Components of productivity roadmap and action plan</li> <li>• Importance of respective role in contributing to productivity optimisation</li> <li>• Assessment of qualitative and quantitative factors that influence productivity</li> <li>• Types of motivation and incentive schemes for productivity improvements</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Recognise benefits for productivity improvement</li> <li>• Apply productivity measurement at workplace</li> <li>• Apply tools and techniques for productivity improvement at workplace</li> <li>• Document productivity performance</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate implementation of productivity and process initiatives</li> <li>• Review selected techniques and tools for workplace productivity improvement</li> <li>• Track productivity performance</li> <li>• Provide feedback on ways to improve</li> </ul>	<ul style="list-style-type: none"> <li>• Identify potential areas and opportunities for productivity measurement and improvement</li> <li>• Implement tools and techniques for productivity improvement</li> <li>• Monitor productivity measurements</li> </ul>	<ul style="list-style-type: none"> <li>• Manage productivity action plans and initiatives</li> <li>• Review potential areas and opportunities for productivity measurement and improvement</li> <li>• Align industry best practices for process and productivity improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Develop organisation's productivity road map and action plan</li> <li>• Establish productivity measurements</li> <li>• Arrange resources required for implementation of the productivity framework</li> <li>• Engage employees to participate in the</li> </ul>	<ul style="list-style-type: none"> <li>• Champion productivity road map</li> <li>• Facilitate establishment of a productivity management structure</li> <li>• Assign responsibilities and accountabilities to stakeholders for implementation of the productivity framework</li> </ul>

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		<p>productivity and processes</p>	<ul style="list-style-type: none"> <li>Analyse productivity performance data</li> <li>Recommend productivity improvement to relevant stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Propose solutions to overcome barriers to productivity improvement</li> <li>Evaluate tools and techniques for productivity improvement</li> <li>Review productivity performance data</li> </ul>	<p>productivity improvement initiatives</p> <ul style="list-style-type: none"> <li>Provide training to stakeholders to prepare stakeholders to implement the productivity framework</li> <li>Evaluate the effectiveness of implementation of the productivity framework</li> </ul>	<ul style="list-style-type: none"> <li>Create awareness for the productivity improvement initiative</li> <li>Communicate details of the productivity roadmap and action plan to stakeholders</li> <li>Integrate organisation and individual performance with results of productivity measurements</li> </ul>
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