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

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Innovation</th>
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</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Productivity Optimisation for Food and Beverages Operations</td>
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<tr>
<td>TSC Description</td>
<td>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</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td>TSC Proficiency Number</td>
<td>FSS-PIN-1023-1.1</td>
<td>FSS-PIN-2023-1.1</td>
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<td>FSS-PIN-4023-1.1</td>
<td>FSS-PIN-5023-1.1</td>
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<tr>
<td>Identify work area process goals, job specifications and workplace requirements for productivity optimisation, with documentation on productivity performance</td>
<td>Provide insights and ideas to optimise productivity in the workplace</td>
<td>Implement appropriate productivity tools and techniques for productivity optimisation</td>
<td>Develop recommendations for productivity optimisation</td>
<td>Formulate organisation's productivity road maps and action plans</td>
<td>Champion organisation's productivity culture</td>
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### Knowledge
- Concept of productivity
- Importance of productivity improvement
- Benefits of higher productivity at workplace
- Types of productivity measurement
- Components, methods to collect and analyse productivity performance data
- Need for productivity improvement
- Factors affecting productivity improvement
- Importance of food production standards and Standard Operating Procedures (SOPs) on ensuring quality and efficiency
- Productivity concepts and goals for the organisation
- Types of barriers to productivity improvement
- Methods of overcoming barriers to productivity improvement
- Types of methods, tools and techniques for productivity improvement
- Impact of proposed changes to SOPs and food standards on quality
- Components of productivity roadmap and action plan
- Productivity management structures to facilitate productivity framework implementation in the organisation and their characteristics
- Methods to analyse the relationship between productivity measurements and factors that influence productivity
- Importance of respective roles in contributing to productivity optimisation
- Components of productivity roadmap and action plan
- Importance of respective role in contributing to productivity optimisation
- Assessment of qualitative and quantitative factors that influence productivity
- Types of motivation and incentive schemes for productivity improvements

### Abilities
- Recognise benefits for productivity improvement
- Apply productivity measurement at workplace
- Apply tools and techniques for productivity improvement at workplace
- Document productivity performance
- Facilitate implementation of productivity and process initiatives
- Review selected techniques and tools for workplace productivity improvement
- Track productivity performance
- Provide feedback on ways to improve
- Identify potential areas and opportunities for productivity measurement and improvement
- Implement tools and techniques for productivity improvement
- Monitor productivity measurements
- Manage productivity action plans and initiatives
- Review potential areas and opportunities for productivity measurement and improvement
- Align industry best practices for process and productivity improvement
- Engage employees to participate in the
- Champion productivity road map
- Facilitate establishment of a productivity management structure
- Assign responsibilities and accountabilities to stakeholders for implementation of the productivity framework
| **productivity and processes** | **Analyse productivity performance data**  
**Recommend productivity improvement to relevant stakeholders** | **Propose solutions to overcome barriers to productivity improvement**  
**Evaluate tools and techniques for productivity improvement**  
**Review productivity performance data** | **productivity improvement initiatives**  
**Provide training to stakeholders to prepare stakeholders to implement the productivity framework**  
**Evaluate the effectiveness of implementation of the productivity framework** | **Create awareness for the productivity improvement initiative**  
**Communicate details of the productivity roadmap and action plan to stakeholders**  
**Integrate organisation and individual performance with results of productivity measurements** |

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