COGPACK22
Solve processing problems

Overview

To perform competently, you will need to show that you can operate in a range of conditions. You will need to demonstrate therefore that you can deal effectively with the following:

1   a multi-stage operation on either a fully automated line or a semi-automated line
2   end of a batch, end of a product run, end of a specific order
3   documentation relating to packaging instructions and packaging records
4   procedures relating to legal requirements and quality standards
5   problems associated with documentation and packs, and incorrect information and counts
6   reconciliations when achieved within limits and outside limits
7   bulk products and packaging components

This unit deals with the following:

1   Recognise the existence of problems and identify their underlying causes
2   Select standard solutions to routine problems
3   Implement approved solutions to routine problems
4   Follow up the outcomes of routine problem solving activity

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

Previous Version
Unit 3.9 SEMTA National Occupational Standards in Packaging (STM4)

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Performance criteria

You must be able to:

P1   use the appropriate PPE

P2   recognise and confirm promptly the existence of problems

P3   analyse all available information to identify the underlying causes of problems

P4   correctly identify the underlying causes of problems

P5   estimate fully and accurately the effects of problems upon the system and any interactions with other systems

P6   ascertain or estimate the time available, priority and urgency of what action is required

P7   define problems in such detail as necessary to enable them to be understood

P8   take all action necessary to contain any problems upon the systems without unnecessary delay

P9   activate promptly parallel or alternative systems to ensure continuing operation where possible and permissible

P10 take the amount of time to identify the underlying causes appropriate to the nature and complexity of the problems

P11 refer the problem promptly to the responsible authority for resolution where the problem is beyond your area of expertise

P12 use all information about the critical features of problems in order to identify solutions

P13 select solutions which are the approved response to the problem

P14 take prompt steps to refer problems to the relevant authorities for resolution in circumstances where the available information changes the nature and complexity of the problem

P15 identify solutions within timescales which are consistent with the priority, urgency and complexity of the problems

P16 follow all laid down procedures for identifying solutions accurately

P17 recognise and act upon any need for further clarification of the nature of the problems

P18 agree the solutions with the instructing authority

P19 apply solutions which achieve the approved success criteria

P20 implement the solutions safely using authorised procedures

P21 implement solutions using the resources allocated and within the timescale set down by the relevant authority

P22 keep aware of the likely impact on their work and progress of all those who are affected by the implementation activities

P23 bring failures of standard solutions to the attention of the relevant authorities for resolution

P24 take prompt and appropriate action to refer problems to the relevant authority for resolution where new factors change the nature and

increase the complexity of the problems

P25   complete accurately all the required documentation

P26   give full, accurate and timely accounts to the relevant authority on the factors prompting the problem, the approved solutions and the outcomes of your implementation activities

P27   bring promptly to the relevant authority's attention for resolution any information generated by your monitoring activity which indicates an alternative diagnosis for the underlying causes of problems

P28   identify and bring to the relevant authority's attention any possible improvement to the quality of standard solutions

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Knowledge and understanding

You need to know and understand:

K1   which Personnel Protective Equipment (PPE) is appropriate and why
K2   what the essential features are of any systems which you are operating
K3   what might constitute a problem
K4   what information you need to analyse the problem
K5   what the normal parameters of the system's operation
K6   what the normal parameters are of other systems
K7   what the consequences are of abnormal operating systems
K8   the importance of the need to solve the problem
K9   the time and the information that you need
K10 what courses of action are available to you
K11 how the system should work
K12 the procedures for reporting problems
K13 the methods for dealing with problems
K14 what are the consequences of not acting promptly
K15 what the level of authority is to activate other systems
K16 which systems could be activated
K17 to whom to refer the problem
K18 the circumstances in which you should refer which kinds of problem
K19 the expected standard of resolution of the problem
K20 what is achievable in the circumstances
K21 what the standard approved solutions are in the circumstances
K22 the importance of identifying correctly which solution to apply
K23 who the instructing authority is
K24 which solutions are possible in the circumstances
K25 what the approved success criteria area
K26 what the authorised procedures area
K27 your deadline and the time that you need to implement your solutions
K28 the information and resources you need to implement your solution
K29 what the consequences are of abnormal operation of a system
K30 the potential impact on other people
K31 to whom to report the failure to resolve the situation
K32 when and to whom to report problems
K33 how to identify factors which might change the situation
K34 what documentation should be completed and when
K35 the importance of completing it accurately
K36 what are the typical information requirements of the relevant authorities and team members
K37 the choices of solution which were open to you
K38 the basis on which you selected your particular solution
K39 how you went about following up and evaluating the effectiveness of the implementation of your solution

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K40 what requirements are of the range of procedures which apply to any system in which you are operating

K41 the purpose of approved procedures and the importance of following them

K42 the purpose and benefits of monitoring activities

K43 what are the acceptable and optimum standards for the resolution of problems

K44 what is the potential impact of change in one part of the system on another

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