

PRODUCTS AND SERVICE QUALITY MAINTENANCE
ISCED UNIT CODE: 0811 254 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
Total		30

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1 Determine quality standards	1.1 Definition of terms ○ Quality standards ○ Food safety 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	• Oral • Written • Observation • Third party reports • Practical test • Case study • Assignments
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	• Oral • Written • Observation • Third party reports • Practical test • Case study
3 Conduct quality-checks	3.1 Definitions of terms 3.2 Importance of quality checks 3.3 Types of quality checks • Pre-production • In-line / during production • Pre-shipment inspection PSI • Container loading supervision • Piece by piece inspection • Sample inspection 3.4 Quality check tools	• Oral • Written • Observation • Third party • Practical test • Case study • Assignments
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	• Oral • Written • Observation • Third party • Practical test • Case study • Assignments
5 Respond to client feedback	5.1 Types of feedback 5.2 Importance of feedback 5.3 Feedback mechanisms 5.4 Feedback analysis	• Oral • Written • Observation

		• Third party • Practical test • Case study • Assignment
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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	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