Poultry Production

Level-III

Learning Guide-81

Unit of Competence: - Apply Quality control

Module Title: - Applying Quality control

LG Code: AGR PLP3 M20 LO1-LG-81

TTLM Code: AGR PLP3 M20 TTLM 0120v1

LO 1: Implement quality standards

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Acquiring and confirming quality standard and procedures**
- **Introducing standard procedures**
- **Providing quality standard and procedures documents**
- **Revising / updating standard procedures**

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- **Acquire and confirm quality standard and procedures.**
- **Introduce standard procedures**
- **Provide quality standard and procedures documents**
- **Revise / update standard procedures**

    Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described in number 3 to 19.

3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.

4. Accomplish the "Self-check 1, 2, 3 and 4" in page -11, 13, 17 and 19 respectively.

5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1, 2, 3 and 4).

6. If you earned a satisfactory evaluation proceed to "Information Sheet 2". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1, 2 and 3.

7. Submit your accomplished Self-checks. This will form part of your training portfolio.

Information Sheet-1	Acquiring and confirming quality standard and procedures

INTRODUCTION:

Establishing a quality management system may be considered as a project with an important social component, because it implies changes to an existing culture and practices. Quality management system can only be successful if top management is persuaded to take a sustained, active role in establishing it. Once they are on board, then next steps are to identify a quality manager and explain the advantages of such an approach.

Then the methodology is outlined: identify a pilot project that will demonstrate benefits quickly, analyze existing processes, identify improvement sources and manage the quality management system. The complete set of statistical quality standards includes process standards and supporting standards. The process standards are organized according to the different processes associated with developing and releasing information products.

The organizational framework for process standards is:

> ➢ Planning and Development
> ➢ Collecting and Acquiring Data
> ➢ Capture and Processing Data
> ➢ Producing Estimates and Measures
> ➢ Analyzing Data and Reporting Results
> ➢ Releasing Information

The supporting standards address issues that cut across all the process standards. The two supporting standards are

> **A. Protecting Confidentiality, and**
> **B. Managing Data and Documents**

The standards are written at a broad level of detail, to apply to all organization programs and products. They describe what is required and do not delineate procedures for how to satisfy the

requirements. Each standard has a list of key terms that are used in the standard. These terms are defined in the glossary to provide clarification on their use in relation to these standards.

To help managers interpret the requirements of the standards, examples are often provided. These examples are intended to aid the program manager in understanding the requirements and to provide guidance on the types of actions that may be useful in satisfying the requirements. It is not important to note that the examples listed under a requirement are not all-inclusive; nor will every example apply to every program or product. Finally, there may be more than one acceptable way to comply with a requirement. That is, several equally acceptable actions might be performed to comply with a requirement, rather than only one unique set of actions.

It is brought about by strict and consistent commitment to certain standards that achieve uniformity of a product in order to satisfy specific customer or user requirements. For example if an poultry machinery company finds a defect in one of their equipments and makes a product recall, customer reliability and therefore production will decrease because trust will be lost in the equipment's quality.

Definition of Terms

- A 'standard' is a result of a particular standardization effect, approved by the recognized authority. It may take the form of a document containing a set of conditions to be fulfilled, a fundamental unit or physical constituent or an object for physical comparison.
- **Quality** is a measure of excellence or a state of being free from defects, deficiencies and significant variations. It is totality of features and characteristics of a product or service that bears its ability to satisfy stated or implied needs.

1.1. Acquiring and Reviewing Quality Standard ocuments

What is quality control?

The operational techniques and activities that sustain quality of a product or service in order to satisfy a given requirements. Quality control is a major component of total quality management and is applicable to all phases of the product life cycle: design, development, manufacturing, delivery and installation, and operation and maintenance.

The quality-control cycle consists of four steps:
- Quality planning,
- Data collection,
- Data analysis, and
- Data implementation.

Quality planning consists of defining measurable quality objectives. Quality objectives are specific to the product or service and to the phase in their life cycle, and they should reflect the customer's requirements.

The collection of data about product characteristics that are relevant to the quality objectives is a key element of quality control. These data include quantitative measurements (Measurement by variables), as well as determination of compliance with given standards, specifications, and required product features (measurement by attributes).

What are standards?

This is a more complex question than it might at first appear. They are certainly 'clear and explicit statements about key elements of a given service'; they say 'this is how things should be in this service' and 'this is what we (the purchaser and user) have the right to expect'. They can be expressed as statements of how much, how well, how often or how quickly something happens and can be percentages, numbers, frequencies or cost. In practice we have few standards expressed as numbers or other quantities, because we intend above all that standards should be focused on outcomes for users, usually expressed at the individual level. Standards have certain qualities. They must be: as explicit and precise as possible; justifiable and logically sound; acceptable (to the stakeholders); validated; practicable;

There are many definitions of a standard. Very generally, a standard might simply be defined as asset of rules for ensuring quality.

Definition of standard

' A document established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.'

What are standards for?

Standards show the agreed requirements for a service and help build in quality by enabling us to:

- Provide a clear direction for services
- Know whom to do business with
- Promote a shared vision and common understanding
- Form a baseline for local service specifications
- Provide a basis for monitoring, inspection, evaluation and future planning.

Who are standards for?

- Standards are for all stakeholders in services
- Purchasers
- Providers,
- Users,
- Careers,
- Other agencies,
- Members of the council and
- Members of the general public who pay for them – but they are written for users and careers.

This is because by empowering users and careers – who are the most disempowered of the stakeholders but also the people with the most important experience of the service – we are also empowering everyone else.

Quality control involves:-

- The inspection,

- Analysis, and

- Other relevant actions taken to provide control over what is being done, manufactured, or fabricated, so that a desirable level of quality is achieved and maintained.

What is quality standard?

Quality standard is requirement set to ensure that companies deliver superior products and services. Successful businesses adhere to high quality standards and produce high-quality products. Many businesses create documents outlining quality assurance standards that employees must follow. Quality products and services are those that are free from defects and deficiencies.

Companies set their own internal standards that govern company policies, procedures, products and employee activities. Companies must also adhere to national quality standards, such as those set by Organization. Failure to adhere to government-imposed safety standards may result in legal repercussions for a company.

Businesses that do not commit to quality standards are likely to have poor customer service and deficient products and services. These results in poor customer relations and a decrease in consumer trust of the company, as well as a loss of business for the company. It may also increase the cost of quality, which is the cost incurred when a company has to take action to fix mistakes made due to poor quality standards, such as remanufacturing a product or redoing a service.

1.1.1 Acquiring Quality Standard Documents

Many organizations want to ensure that outcomes information is collected rigorously, without compromising the integrity of the approach. This may require careful consideration by senior management as to the priorities for information gathering.

The credibility of the information is enhanced by the staff being well acquainted with the settings in which information is gathered. Transferability is an important concept with regard to outcomes based information. To support transferability, information officers are encouraged to provide a detailed portrait of the setting in which information is gathered. Quality of information derived from administrative records data acquired from organizations. The quality standards apply to all products released by the organization and the activities that generate those products, including products released to the public, sponsors, joint partners, or other customers.

Quality standard applies to the acquisition and use of administrative records data (e.g., demographic, business, and geographic administrative records data), from organizations. Throughout all processes associated with acquiring, using, and disposing of administrative records data and procedures on privacy and confidentiality (e.g., Data Stewardship Policies) must be followed to protect administrative records data from unauthorized release. Acquired data must be reviewed to ensure that they meet the requirements specified in the data-use agreement and in the technical documentation provided by the source agency.

Conducting a Quality Standard Document Review

Clause 6.3 of the International Organization for Standardization's (ISO) auditing standard provides guidelines for conducting a review of documents (also called a desk audit) by comparing them to audit criteria.

All relevant documents, records and previous audit reports—in fact, all documentation related to the audit criteria—should be included in the review (see the input box in Figure 1).

Quality standard documents include:-

- ➢ Quality the manual,
- ➢ Operations manual,
- ➢ Procedures,
- ➢ Flowcharts and
- ➢ Check sheets.
- ➢ Administrative records,
- ➢ Data-use agreement,
- ➢ Record linkage.

The physical existence of documentation may verify specific elements of the audit criteria. Audit criteria could require documents such as a procedure, manual or specific records that can be verified as physically existing during the document review.

Verifying that documentation addresses specific audit criteria requirements goes a level beyond the verification of the physical existence of documents, procedures or records. If the audit criteria require causes of nonconformities to be identified, an auditor could verify that the procedure includes a step to identify causes of nonconformities.

The ISO 19011S text lists the documents that can be reviewed for first and second-party audits. The list includes:

- • Requirements of the standards and regulations related to the processes and products being audited.
- • Sections of the manual that relate to the processes being audited.
- • Any procedures that relate to the audit.
- • Process models or other documentation describing the processes being audited and their interaction with other processes.
- • Work instructions, forms and records pertinent to the audit.

Additionally, document reviews for second-party audits may include purchasing documents, such as a contract, specifications, and purchase order requirements and other agreed-on forms or records.

ISO 19011 document review / FIGURE 1
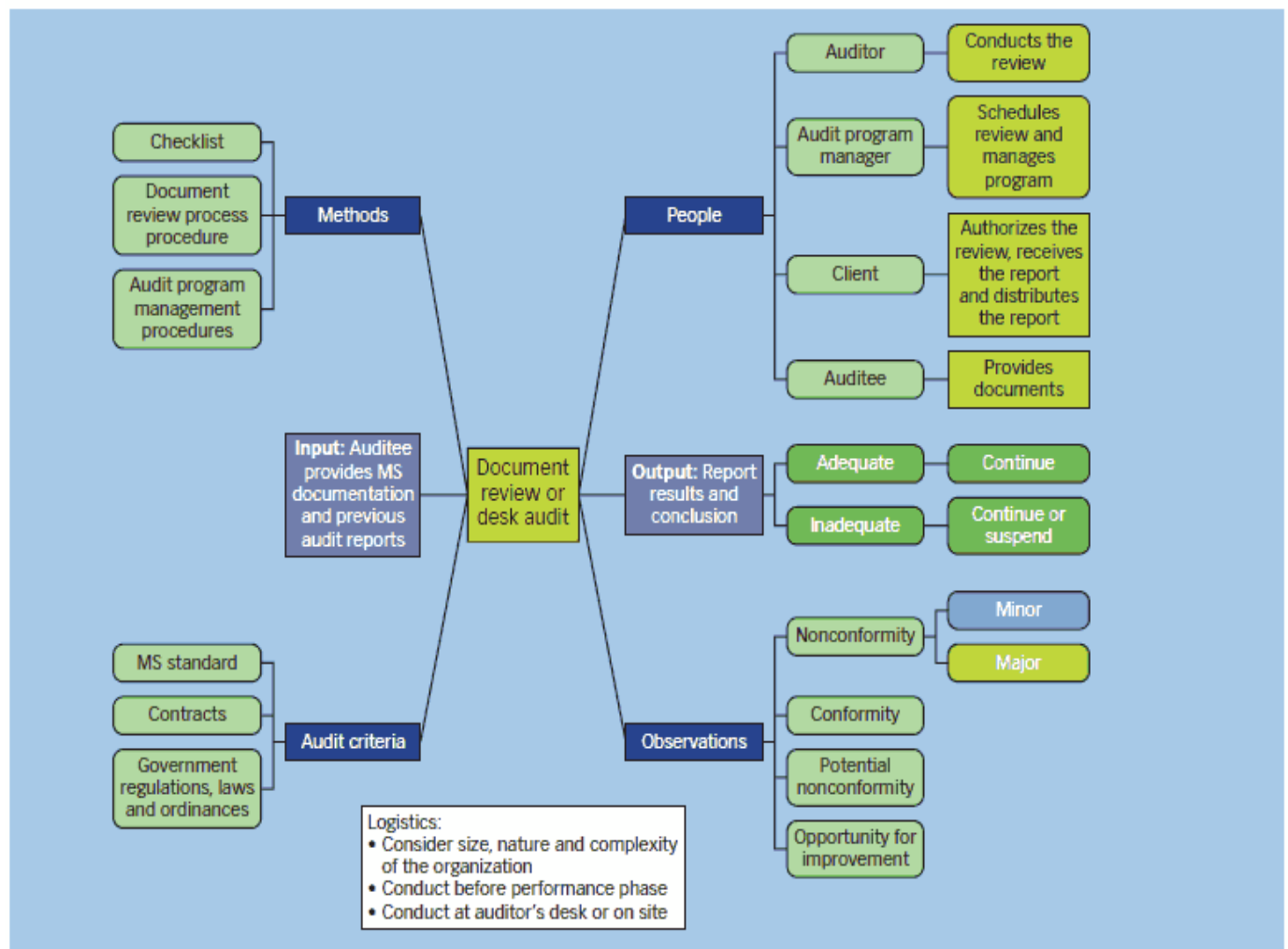
The size, nature and complexity of the organization might have a major effect on time needed to conduct a document review. The larger and more complex the organization and processes, the longer the review. There is a minimum time needed to conduct a document

review, however, regardless of the size or complexity of an organization because the same audit criterion has the same elements that must be verified.

ISO 19011 says that in some situations, the document review may be deferred until the on-site activities start if this will not be detrimental to the effectiveness of the audit. It is perfectly acceptable to make the document review a prerequisite before the opening meeting.

Self-Check -1	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is quality stands for? (2 points)
2. What are quality standards? (2 points)
3. What are quality standards? (2 points)
4. What is QC stands for? (2 points)

Note: **Satisfactory rating - 8 points**   **Unsatisfactory - below 8 points**

<p align="center">**Answer Sheet**</p>

Score = _____
Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-2	Introducing Quality standards and procedures to staff / personnel

Quality standards and procedures can be introduced to stuff or personals through standard operation procedure.

2.1. Standard Operating Procedure:

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organization. SOPs describe both technical and fundamental programmatic operational elements of an organization that would be managed under a work plan or a Quality Assurance (QA) Project Plan and Quality Manual.

The development and use of SOPs are an integral part of a successful quality system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of a product or end-result. The term "SOP" may not always be appropriate and terms such as protocols, instructions, worksheets, and laboratory operating procedures may also be used.

SOPs detail the regularly recurring work processes that are to be conducted or followed within an organization. They document the way activities are to be performed to facilitate consistent conformance to technical and quality system requirements and to support data quality. The development and use of SOPs minimizes variation and promotes quality through consistent implementation of a process or procedure within the organization, even if there are temporary or permanent personnel changes

2.2. Organizations procedures

The Manager of each Service types is ultimately responsible for establishing and maintaining local Service procedures. These procedures should ensure that the service operates in a

manner consistent with general standards and procedures. The Service organization Director/Service Manager will:

- Ensure that all of the local procedures are implemented.
- Monitor compliance with the standards and procedures outlined in the manual
- Designate a staff member to liaise with the SCU (State Coordination Unit)
- Ensure that all Service staff has access to and receive training in Service procedures.

Local Service procedures will:

- Detail the day-to-day operation of the Service
- Be developed and formatted in accordance with the organizations Accreditation Handbook.
- Be reviewed by the organizations State Coordination Unit.
- Be accessible to the public in accordance

Self-Check -2	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is Standard Operating Procedure mean (2 pts)
2. What are the elements of SOP? (2 pts)

Note: **Satisfactory rating - 4 points**   **Unsatisfactory - below 4 points**

Answer Sheet

Score = _____
Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-3	Providing quality standard and procedures documents

3.1. Ensuring Quality Standard Procedures for Implementing

Quality standards are key elements of the Quality Framework. In developing the standards for the Quality Framework, ensuring cultural safety for all service users and promoting continuous quality improvement were recognized as important.

Standards themselves need to be:

➢ Simple in intent,

➢ Achievable and

➢ Measurable

When developing and implementing quality standards there are two fundamental principles (Overarching principles) taken in to consideration. These principles have to be incorporated in all aspects of the standards.

The two overarching principles

➢ **Cultural Safety** is about recognizing, respecting and nurturing the unique cultural identity of Customer & peoples using products and services and meeting their needs, expectations and rights.

➢ **Continuous Quality Improvement (CQI)** is about always working to improve services and outcomes for people. It means looking for better ways to do things.

3.2. Documenting Quality Standard Procedures

Documenting: a written or printed paper that bears the original, official, or legal form of something and can be used to furnish decisive evidence or information. Something, such as a recording or a photograph that can be used to furnish evidence or information.

3.2.1. The purpose of documentation in poultry is to:

- ✓ Describe the use, operation, maintenance, or design of software or hardware through the use of manuals, listings, diagrams, and
- ✓ Other hard- or soft-copy written and graphic materials.

The following are generally the steps followed by national standards bodies with a view to granting licenses to use their standard mark:

- An application is submitted to the national standards body on the prescribed application form.
- After scrutiny of the application, the national standards body arranges an inspection of the applicant's premises to establish the production capability and quality control system.
- During the inspection the national standards body also takes a sample for independent testing.

The national standards body grants the license if:

- The test report from an independent laboratory meets with the requirements laid down in the applicable standard;
- The applicant agrees to follow a scheme of testing and inspection as a minimum quality control during production;
- The applicant agrees to follow the conditions of granting of license, including payment of the license fee.
- During the operation of the license to use the mark of the national standards body on the product, the following surveillance is maintained by that body over the licensee:
- The licensee must continue to follow the scheme of testing and inspection and to maintain records of testing and inspection, which are checked through periodic surprise inspections by the inspecting officers of the national standards body;

- During the inspections product samples are tested in the laboratory of the licensee and test results are compared with the testing data of the licensee;

- Samples taken during inspections, from the open market or from bulk users, are tested in an independent laboratory. (Normally four such samples are tested in a year ;)

- If the inspection reports and the test reports are satisfactory, then renewal of the licensed is granted and the above checks continue every year.

All certification systems are subject to certain practical limitations. One of the most common limitations is that total item-by-item compliance with the specifications is not attainable. However, a properly devised certification system can provide the optimum assurance that goods have been produced under the best practicable conditions of manufacture, in compliance with the commercial, legal and social situation prevailing at the time, and it thus can minimize the chance or risk of the buyer obtaining substandard products.

Self-Check -3	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are two fundamental principles (Overarching principles) taken in to consideration (2 pts)
2. What are the purposes of documentation in poultry? (2 pts)

Note: **Satisfactory rating - 4 points**   **Unsatisfactory - below 4 points**

Answer Sheet

| Score = _____ |
| Rating: _____ |

Name: _____   Date: _____

Short Answer Questions

Information Sheet-4	Revising / Updating Standard Procedures

Definition

Standard procedure - a prescribed procedure to be followed routinely; "rote memorization has been the educator's standard operating procedure for centuries" standard operating procedure, standing operating procedure, SOP.

The purpose of standard procedure is

- ✓ To prevent or minimize hazards to personnel handling and
- ✓ To prevent poultry or potentially contaminated objects after the animal

When organization management decides the need of changes to Program standards, protocols and procedures, the designated member of staff at each Service will:

- ➢ Ensure the instructions about amendments to standards, protocols and procedures are followed exactly
- ➢ Ensure that the amendments to the Quality Standards, Protocols and Procedures manual are documented
- ➢ Ensure local Service procedures are updated to reflect changes to program standards, protocols and procedures
- ➢ use and maintain the Quality Standards, Protocols and Procedures

Amendment register for subsequent program standards and procedures changes until new edition of the standards and procedures manual is released.

Changes to local Service procedures:

- • Changes to local Service procedures will reflect amendments made to the Quality Standards, Protocols and Procedures manual.
- • Changes to local Service procedures will reflect changes in the Quality Standards, Protocols and Procedures manual and will be endorsed by an organization manager.

Changes to local Service procedures which are of an administrative nature will reflect changes in the Service specific section of the Quality Standards, Protocols and Procedures manual and will be endorsed by the organization manager or Service Manager.

| Self-Check -4 | Written Test |

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are purpose of standard procedure (2 pts)

Note: **Satisfactory rating - 2 points   Unsatisfactory - below 2 points**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

References

References

➢ Plan Automation Technology Blog
➢ Poultry farm manual
➢ Quality Assurance and Food Safety—Chicken Meat
➢ Quality Assessment of Poultry Farm and Product Processing Unit in Different Divisions of Bangladesh

Poultry Production

Level-III

Learning Guide-82

Unit of Competence: - Apply Quality control

Module Title: - Applying Quality control

LG Code: AGR PLP3 M20 LO2-LG-82

TTLM Code: AGR PLP3 M20 TTLM 0120v1

LO 2: Assess quality of service delivered

Instruction Sheet	Learning Guide 82

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Checking service delivered quality and standards**
- **Evaluating Service delivered and quality parameters**
- **Identifying causes of faults and taking corrective actions**

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- **Check service delivered quality and standards**
- **Evaluate Service delivered and quality parameters**
- **Identify causes of faults and take corrective actions**

   Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 22 to 32.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1, 2 and 3" in page -23, 28 and 32 respectively.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to "Information Sheet 2 and 3". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-checks. This will form part of your training portfolio.

Information Sheet-1	**Checking service delivered quality and standards**

1.1. Checking Service Outputs and Work Performance

Service delivering: is the process of arranging and delivering or providing service in suitable and comfortable manner for customer as per customer pacification. The supplier shall arrange for the protection of the quality of product after final inspection and test. Where contractually specified, this protection shall be extended to include delivery to destination.

Quality evaluation: - is an important part of quality management which measures how well a product or service meets its specification. Before evaluating, it is important to know the production processes in order to identify the critical steps to control.

Quality parameters described within standards include:

  ➢ Lineage,
  ➢ Positional accuracy
  ➢ Semantic accuracy,
  ➢ Completeness,
  ➢ Consistency accuracy
  ➢ Temporal accuracy).

To measure quality you may use

  • Software,
  • Visual examination or "ground truth",
  • To have a reference dataset.

When a dataset has to be updated, the methodology for evaluating the quality has to be review. In order to protect the safety and health of their consumers, many countries have prescribed technical legislation covering product specifications.

Compliance with these technical regulations is compulsory both for products manufactured within the country and those imported. For many such products, compliance with technical regulations is checked by the designated agencies of a country.

Self-Check -1	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What do you use to measure quality standards (2 pts)
2. What are Quality parameters described within standards? (2 pts)

Note: **Satisfactory rating - 6points**   **Unsatisfactory - below 6 points**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-2	Evaluating Service delivered and quality parameters

2.1 Evaluation Criteria/Parameters

Output: is the amount of energy, work, goods, or services produced by a machine, factory, company, or an individual in a period.

Evaluation is a process that critically examines a program. It involves collecting and analyzing information about a program's activities, characteristics, and outcomes. Its purpose is to make judgments about a program, to improve its effectiveness, and/or to inform programming decisions

These are general criteria that should be used as a basis for developing evaluative questions through the full range of evaluations topics, i.e. from single intervention through to thematic, and ways of conducting the evaluation, e.g. joint evaluation. Taken together, these five criteria should provide the decision-maker with the essential information and clues to understand the situation and determine what should be done next.

To the extent that specific evaluations have specific purposes, that there is no one right way to conduct an evaluation and that these criteria are interdependent and not mutually exclusive, their relative meaningfulness for a specific evaluation should be assessed and trade-offs discussed in each case to ensure that key questions are addressed and to avoid unnecessary effort and expense.

2.1.1. Common Evaluation criteria's

✓ **Relevance**

The extent to which the objectives of a development intervention are consistent with beneficiaries' requirement, country needs global priorities and partners' and donors' policies.

✓ **Efficiency**

A measure of how economically resources/inputs (funds, expertise, time, etc.) are converted to results.

✓ **Effectiveness**

The extent to which the development intervention's objectives were achieved, or are expected to be achieved, taking into account their relative importance.

✓ **Impacts**

The positive and negative, primary and secondary long-term effects produced by a development intervention, directly or indirectly, intended or unintended.

✓ **Sustainability**

The continuation of benefits from a development intervention after major development assistance has been completed. The probability of long-term benefits. The resilience to risk of the net benefit flows over time.

2.2. Importance of evaluating work output and performance delivered

2.2.1. Organizations evaluation work outcomes to:

1. Improve program design and implementation

It is important to periodically assess and adapt your activities to ensure they are as effective as they can be. Evaluation can help you identify areas for improvement and ultimately help you realize your goals more efficiently. Additionally, when you share your results about what was more and less effective, you help advance environmental education.

2. Demonstrate program impact

Evaluation enables you to demonstrate your program's success or progress. The information you collect allows you to better communicate your program's impact to others, which is critical for public relations, staff morale, and attracting and retaining support from current and potential funders.

What type of evaluation should I conduct and when?

Evaluations fall into one of two broad categories: formative and summative. Formative evaluations are conducted during program development and implementation and are useful if you want direction on how to best achieve your goals or improve your program. Summative evaluations should be completed once your programs are well established and will tell you to what extent the program is achieving its goals.

There are two types of evaluation; formative and summative.

Type of evaluation	Purpose
Formative	
1. Needs Assessment	Determines who needs the program, how great the need is, and what can be done to best meet the need. Needs assessment can help determine what audiences are not currently served by programs and provide insight into what characteristics new programs should have to meet these audiences' needs. For more information, Needs Assessment Training uses a practical training module to lead you through a series of interactive pages about needs assessment.
2. Process or Implementation Evaluation	Examines the process of implementing the program and determines whether the program is operating as planned. Can be done continuously or as a one-time assessment. Results are used to improve the program. A process evaluation of a program may focus on the number and type of participants reached and/or determining how satisfied these individuals are with the

Type of evaluation	Purpose
Formative	
	program.
Summative	
1. Outcome Evaluation	Investigates to what extent the program is achieving its outcomes. These outcomes are the short-term and medium-term changes in program participants that result directly from the program. For example, outcome evaluations may examine improvements in participants' knowledge, skills, attitudes, intentions, or behaviors.
2. Impact Evaluation	Determines any broader, longer-term changes that have occurred as a result of the program. These impacts are the net effects, typically on the entire school, community, organization, society, or environment. impact evaluations may focus on the educational, environmental quality, or human health impacts of programs.

Self-Check -2	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are common evaluation criteria's for services delivered? (2 pts)
2. What type of evaluation should you use? (2 pts)

Note: **Satisfactory rating - 4 points**   **Unsatisfactory - below 4 points**

Answer Sheet

> **Score = _____**
>
> **Rating: _____**

Name: _____   Date: _____

Short Answer Questions

| Information Sheet-3 | Identifying causes of faults and taking corrective actions |

What is fault?

An unattractive/ unsatisfactory feature, especially in a poultry farm work or in a person's character.

3. 1. Faults/problems in poultry production

1. Financial problem poultry farming system

This is the most important problem which I believe affect more than 80% of farmers globally.

Possible solution: the only possible solution to this problem ie poultry farming, is getting assistance from government, government should set up a committee on how to help those that have interest on farming activities.

2. Lack of information is a poultry farming system

This problem is as bad as the first point. If you want to succeed in life in any business or in anything at all, you need the right information about that thing.

Solution: The only solution to this type of problem is getting information from the reliable source. Dear reader not just information, but right information from the right sources.

3. Diseases and parasites is a great poultry farming system problem

Diseases and parasites can cause losses in egg production. Some breeds of birds are resistance to certain diseases which make them superior to those that are easily infected by many diseases.

Solution: Here you need to be observant; you might not be able to identify any symptoms in your poultry farming.

4. Access to right birds reduces poultry farming problem

Many poultry farmers are victim of this problem, not every company that sell day old birds are the right place to get our birds.

Possible solution: From my research and understanding, I will recommend you consult your veterinary doctor before you get your birds, either a day old or at any point at all, so this prevent your poultry farming from problem of such.

5. Feed related problem poultry farming system

Feeding related problem is another problem we need to consider as this determines the growth of rate of our birds.

Nutrient deficiencies can adversely affect the growth of pullets and the level of production of hens. The level of feed a bird will eats depend on it sizes, ages and rate of egg production, energy level of the feed and temperature of the house i.e laying house.

Quality of eggs is affected by the feed they eat, the quality of egg shell is determined by the level (amount) and the presence of vitamin D, Calcium and other minerals in the feed. Pigment in the feed determine the yolk color of the eggs, to achieve the maximum egg size in production, the level of protein in the feed come in place and fatty acid.

6. Water related Problem in poultry farming system

This problem should not be underrated, the quality of water available is very important, the acidity of the water must be checked and balanced before we give to the birds. Acidic water will imply negative effect to the life of the birds as this will affect them in many ways.

Solution: water condition must be checked before included in feeding fowls.

7. Drugs related problem poultry farming system

This is a big threat to poultry farmers, not all drugs require are available in the market, sometime those available are not effective, meaning they are fake.

Possible solution: We should consult veterinary for the right drugs for the right problem.

8. Management related problem in poultry farming system

This refers to the general hygiene of the entire farming system, if you apply the above listed solution and you are not properly taken care of the birds.

Both design and purchase problems can be solved only by intervention by the management and workers have no control over them. One could argue that the remaining quality problems in manufacturing are caused in equal proportion by managers (by not providing adequate training for workers) and by workers by not paying adequate attention to machine settings).

The worker can only be held responsible for the defects if:

- He or she knows what he or she is supposed to do;
- He or she knows the result of his or her own work;
- He or she has the means to influence the result.

Experience shows that considerably better results can be achieved if instead it is ensured that the proper conditions exist for doing good work or getting things right the first time, for example:

- The product specification must be clear and unambiguous;
- The technical conditions must be such as to enable the quality requirements to be met, for example, the materials must be appropriate for the work and the machines must be capable of producing the required quality.
- Everyone must know what to do to prevent poor work.

- Everyone carrying out work should be able to judge whether the result of his or her work complies with the quality requirements;
- Everyone must know the consequences of poor work for the organization.

3.2. Taking corrective actions in poultry production

The process for corrective actions is outlined in the on-farm audit and certification procession section later in this guide.

If something happens that is outside the requirements for the categories listed below, you have to take corrective actions.

➢ Stocking densities
➢ Air quality
➢ Environmental temperature
➢ Litter management
➢ Food and water

Self-Check -3	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are problems in poultry production? (2 pts)
2. What are corrective actions in poultry production? (2 pts)

Note: **Satisfactory rating - 4 points   Unsatisfactory - below 4 points**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

References

➢ Plan Automation Technology Blog
➢ Poultry farm manual
➢ Quality Assurance and Food Safety—Chicken Meat
➢ Quality Assessment of Poultry Farm and Product Processing Unit in Different Divisions of Bangladesh

Poultry Production

Level -III

Learning Guide-83

Unit of Competence: - Apply Quality control

Module Title: - Applying Quality control

LG Code: AGR PLP3 M20 LO3-LG-83

TTLM Code: AGR PLP3 M20 TTLM 0120v1

LO 3: Record information

Instruction Sheet	Learning Guide 83

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Recording basic information on the quality performance**
- **Maintaining records of work quality**

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to –**

- **Recording basic information on the quality performance**
- **Maintaining records of work quality**

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 35 to 58.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1 and 2" in page -50, and 58 respectively.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1, 2).
6. If you earned a satisfactory evaluation proceed to "Information Sheet 2". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-checks. This will form part of your training portfolio.

1.1. Over view of recording Information

Record is a document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made. Records are created/ received by an organization in routine transaction of its business or in pursuance of its legal obligations. A record may consist of two or more documents.

All documented information, regardless of its characteristics, media, physical form, and the manner it is recorded or stored.

Records include

- Accounts,
- Agreements,
- Books,
- Drawings,

- Letters,
- Magnetic/optical disks,
- Memos,
- Micrographics, etc.

Generally speaking, records function as evidence of activities, whereas documents function as evidence of intentions.

A record is anything, in any media, which contains information about a client or group and which is gathered as a result of any aspect of the work carried out within the guidance service.

Record is any

- memorandum,
- book,
- plan,
- pictorial or graphic work or other document,
- any photograph,

- map,
- drawing,
- diagram,

- film or recording (whether sound or images or both,
- any form in which data (within the meaning of the Data Protection Act, 1998) are held,
- any other form (including machine readable form) or thing in which information is held or stored manually,
- mechanically or electronically and anything that is part or a copy,
- In any form, of any of the foregoing or is a combination of two or more of the foregoing'.

This means that practically every record we keep is subject to the terms of the Data Protection Act.

Why do we need to keep records?

Recording the guidance process, its activities and outcomes is essential to providing Guidance Services within a quality assurance framework. Systems for tracking and monitoring service delivery demonstrate our actions and ensure accountability.

Records give us both quantitative and qualitative data to measure and evaluate our Service.

Reasons for record keeping guidance include:

- Department of Education and Skills (DES) requirement;
- Provides qualitative and quantitative data for monitoring and evaluation;
- Informs policy development work;
- Represents professional guidance practice;
- Can inform issues for discussion under caseload supervision;
- Supports reflective practice;
- Informs guidance/client planning process;
- Informs strategic planning;
- Is useful as a research tool;

- Essential for professional transfer of caseload to a new staff member.

Recording Information

It is important therefore that clear, accurate records are kept on the outcome of any discussions or decision making.

Record Keeping Guidelines:

When taking notes or compiling records, it is important that they are:-

- ☐ Clearly written: Ensure that all manual notes are clearly written and dated;
- ☐ Accurate: Notes and records should be an accurate representation of what took place
- ☐ Factual: Avoid unsubstantiated opinions and keep to the facts;
- ☐ Relevant: Record only what is relevant to guidance or information;
- ☐ Objective: Rely on an evidence based approach;
- ☐ Critical incidents: Specific concerns in relation to clients should be noted and any actions taken need to be recorded;
- ☐ In an appropriate medium: the method of recording should be appropriate.

Example, it is not appropriate to use post it's or e-mails if the subject matter is important or sensitive

Types of records

- Report of corrective actions
- Quality control record
- Daily maintenance
- Stock cards and stock book

Proper record- keeping makes Quality management possible.

Record- keeping allows a test site to

- Communicate accurately and effectively

- Minimize error
- Monitor quality system
- Assist management in:
  - ❖ Developing policy &plans
  - ❖ Monitoring and evaluating programs

Tips for good record keeping

- ❖ Understand the information to be collected
- ❖ Record the information every time
- ❖ Record all the information
- ❖ Fill completely and accurately
- ❖ Sign & date
- ❖ Record all the information
- ❖ Fill completely and accurately
- ❖ Sign & date

Record should be permanent, secure, and traceable

Permanent

- ❖ Keep books bound
- ❖ Number pages
- ❖ Use permanent ink

Secure

- ❖ Maintain confidentially
- ❖ Protect from environmental hazards

Traceable

- ❖ Sign and date every record

Information recorded will feed in to monitoring and evaluation systems.

Key Message

> ➢ Written policies and procedures are the backbone of the quality system
> ➢ Complete quality assurance records make quality management possible
> ➢ Keeping records facilities meeting program reporting requirement

Why is quality important for you?

A quality program:

• Responds as effectively as possible to the needs it was designed to meet

• Is totally consistent with the mission and philosophy of the organization or group carrying it out

• Is sensitive to the needs and culture of the target population

• Is a model of ethical behaviour

Quality important for a grass roots organization because:

• Quality makes a group more effective at meeting the needs it's concerned with

• Quality adds strength and credibility to your organization or initiative

• Ethically, you're bound to provide the absolute best quality of service or advocacy you can

• Quality is always more economical in the long run

Developing a "culture of quality" can have a number of positive effects on your organization itself

• If staff members and volunteers know that they and the organization are doing the best job possible, it builds their morale and makes them proud of themselves and the organization

• Striving for quality helps to develop organizational and individual competence, thus continually improving the organization

• A quality program continually increases its performance level and improves its service delivery, which gives your organization credibility and ultimately benefits your target audience

3.1.1 Key elements of total quality

• **Customer Focus**: Everything an organization does should have the needs of the customer as its starting point. In your work, the "customer" is the target population or the community that will benefit from what you are offering or doing. What are the needs to which you are responding? How can you meet those needs effectively, appropriately, and with respect for the people you're intending to serve?

• **Obsession with Quality**: Quality has to be something that's considered from the very beginning and built into everything a business or organization does. Planning carefully, monitoring your work, and constant re-evaluation and adjustment are all extremely important. You don't ensure quality by catching mistakes before they reach the customer; you ensure it by setting up a system in which you don't make the mistakes to begin with. Everyone in the organization must understand and adopt this point of view if the organization is truly going to have quality performance.

• **Continual Improvement of Systems**: The work of an organization must be viewed as a process that is never finished. Any program can always be improved, and must be changed as the needs of the community or the target population change.

• **Unity of Purpose**: In order for quality to be achieved, everyone in an organization or business has to work together toward common goals. That means mutual support throughout the organization, not turf battles, not jealousy, not unnecessary competition. All interactions

among people in the organization should be mutually helpful and aimed at achieving the best possible performance of the organization as a whole.

• **Teamwork: Working in teams**, rather than individually, people make better connections with their colleagues and the organization, and create better results. Teamwork removes performance pressure from the individual and usually coaxes better performance from everyone.

• Employee Involvement: If everyone in an organization is to be committed to quality performance, then all staff members should have the ability to contribute to its achievement. That means that people must have enough control over their own jobs to do them effectively, and that everyone's opinions and ideas must be respected and taken seriously.

• **Education and Training**: Achieving quality requires constant learning for everyone in an organization, and that learning needs to be part of the organizational culture. Not only should staff members be learning from others in the organization, but they should also be encouraged to take courses, to attend organization-sponsored trainings and workshops, to visit other organizations, etc., to continually learn more about their work, and to get new ideas and perspectives on it.

• **Scientific Approach**: For grass roots and community-based organizations, this means using the best research available, as well as the experience of others, to construct an effective program or initiative. That approach is much more likely to result in success and high quality than relying only on intuition or on what seems politically correct.

3.1.11. How Do You Achieve Quality Performance, Using TQM And Other Principles?

Using the Deming Cycle while keeping some of the basic TQM principles in mind can help you design, deliver, refine, and maintain an effective program or initiative.

1. Conduct PDCA Cycle

A) Plan

Conduct consumer research and use it for planning the product. The "product" here is the actual program you intend to conduct, and the "consumer research" is an examination of actual needs of the target population, the community, and others who will be affected.

Thus, the "Plan" part of the cycle might include the following:

• Conducting a needs assessment, involving everyone concerned

• Deciding what the desirable outcomes are, from the perspectives of the target population, the organization, and the larger community

• Determining ways to reach those outcomes that are feasible, consistent with the guiding principles of the organization, inclusive (respectful of all and beneficial to as many people and groups as possible), and consistent with the needs and culture of the target population

• Developing indicators to show when you have reached either outcomes themselves or significant points on the way to reaching those outcomes
• Inviting all stakeholders to participate in the development of the plan

B) Do

Produce the product. The "production" part of the process is the actual design of the program, outreach effort, treatment strategy, etc. that will meet the need determined in the "Plan" part of the cycle. Much of the actual work here depends not only on TQM principles (teamwork, employee involvement, scientific approach, obsession with quality, and customer focus), but also on common sense and organizing principles.

C) Check

Check the product to make sure it was produced in accordance with the plan. Compare the details and overall shape of the program or initiative to the plan. Does it align with the needs assessment? Does it look like it will address the desired outcomes in desired ways? Is it inclusive? Was everyone involved in its development? Is it feasible? Is it ready to go?

D) Act

Market the product. "Marketing the product" here means actually running the program or initiative that you've planned.

If it's going to work well, there are some non-TQM standards that need to be applied:

• Everyone involved should understand the process that led up to this program, as well as the philosophy, concept, and workings of it

• Everyone involved should be committed to making every effort to bring about success. A program or initiative should never fail because people don't follow through or do their jobs. (This doesn't mean that you shouldn't expect mistakes; it means, rather, that mistakes shouldn't happen just because people weren't trying, or because they simply didn't bother to do something they knew they had to do.)

• All the planning in the world is useless if everyone involved doesn't go into the experience expecting to do their best, and if there aren't good people implementing the functions of the organization

2. **Analyse**

Analyse how the product is received in terms of quality, cost, and other data. Analysis in this context - looking at what you're doing, evaluating it, and trying to improve it - needs to be conducted on the basis of the original plan, with discussions among participants, staff, and others.

Consider:

• Does the program or initiative actually address the identified needs? Are these needs the same as when the original assessment was conducted?

• Does the program or initiative reach, or help participants reach, the desired outcomes? Were those outcomes the right ones to aim for, or do they need to be changed? (Looking at the indicators you've developed should help you answer both these questions.)

• Is the plan in fact feasible? Can the program or initiative be run with the time, resources, and personnel available? Is it accessible to participants? Are staff and volunteers able to do their jobs without having to work to exhaustion, or beyond reasonable expectations? Is the program or initiative accepted by the community and other organizations?

• Is the program or initiative consistent with the vision, mission, philosophy and guiding principles of the organization (and are those still the same as when the plan was formulated)? Does what actually goes on in the program or initiative -- working conditions, empowerment, relations among staff, participants, volunteers, and the community -- mirror its desired effect on the community and society?

• Is the program or initiative inclusive and respectful of the target population and the community?

• Is the program or initiative ethical? Are you skirting your own principles in any way? Are you ignoring basic principles of fairness, honesty, civility, democracy, or responsibility for your actions?

3. Restart the Cycle

Your analysis should naturally lead into a new planning sessions, and where necessary, lead to rethinking and reworking the program or initiative, or even the task of the organization itself.

3.1.1.2 How Do You Maintain Quality Performance?

While the maintenance of quality is, to some extent, built into the Deming Cycle, it requires some particular commitments and action.

1. Institutionalization of Dynamism

An organization needs to be dynamic, always moving and always seeking continued improvement, and to institutionalize its dynamic character.

This means:

• An assumption of dynamism needs to be part of the organizational culture, with everyone understanding and buying into it.

• Encouraging and providing support -- to staff, volunteers, and participants -- for learning.

• Listening to and carefully evaluating ideas from everyone.

• Encouraging openness to change and experimentation with new ideas and strategies

• Never being complacent and always being open to the idea that the work could be done differently -- and better.

• Incorporating constant revaluation, including feedback and ideas from the target population.

• Always being aware of the original mission, but not being afraid of change. While the mission itself may change as the community and circumstances do, it should nonetheless remain consistent with the principles and philosophy upon which the organization was founded.

2. Long-Range Strategic Planning

To maintain quality, an organization needs to continually look at itself over and for the long term.
It needs to ask some questions about its role and its future:
• Is it meeting an on-going need effectively? If not, what does it need to do to become more effective?

• Have community needs changed? Are they likely to? If so, how can the organization regroup to meet new needs?

• Are there more or different things it should be doing? Does it need to expand its present activities to meet current or projected community needs?

• Does it need more resources, or will it in the future? What are some likely sources?

• Is its structure appropriate to what it's doing, and consistent with its mission and guiding principles? (An organization dedicated to empowerment, for instance, may not be consistent if its internal structure is hierarchical and authoritarian.)

• Are its goals, vision, and philosophy still relevant to the realities of the community and in keeping with its organizational mission and guiding principles?

3. SWOT Analysis

One way to explore these questions is through the use of another device partially borrowed from TQM: SWOT analysis. SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. Each of the questions above can be examined in the light of SWOT analysis. What are the strengths and weaknesses of your organization in regard to each question? What opportunities exist for the organization in each area of its functioning? And what threats or challenges will the organization have to overcome if it is to continue to be successful, and to maintain quality performance?

Strengths and weaknesses: Strengths and weaknesses may be trends, rather than specifics. A level of service that is currently appropriate, for example, is not strength if it is more or less than will be needed in a year. A new program that's not ready to implement yet is not a weakness if it's unready because the developers are taking the time necessary to make it effective.

By the same token, strengths and weaknesses don't necessarily lie only in the success of programs or the skills of staff members, but in such areas as relationships, contacts, and reputation. An organization running a great program may still be have serious weaknesses because it lacks some of these other features, no matter how well it carries out its day-to-day activities.

Opportunities: Opportunities can take many forms.

• An organization may be able to meet other needs with its current structure. For instance, an organization that publicizes and provides prenatal care to pregnant teens could be in an

excellent position to also publicize and provide vaccinations, nutrition information, and help with parenting skills after the babies are born.

• It may be possible to expand into other areas of service, or into a larger arena (another town, another county, national instead of just one state).

• Increased funding may be available from new sources, or because of changed circumstances. A new census, for example, can result in an increase in federal funds to a region, or an economic downturn may bring a demand -- and increased funding -- for adult education or retraining.

• Collaboration with other groups, leading to increased resources, may become a prospect.

• Invitations or awards offered to your organization or staff members or good press may lead to your organization being viewed as more "legitimate."

Taking advantage of any opportunity can have both positive and negative consequences for your organization, so it's important to analyse the situation carefully before committing yourself.

Threats (Challenges): Some of the challenges that go along with any opportunity can be truly daunting if they're not thought through carefully. Many of the opportunities above require some sort of organizational restructuring or growth, processes that are always difficult, and require a lot of planning. Some even represent rethinking the purpose of the organization, which may become a different organization in the process. In becoming larger or more accepted, for instance, an organization may forget its roots or its guiding principles, and lose much of its effectiveness.

Other threats may come unaccompanied by opportunity. Your organization may experience difficulty finding -- and keeping -- on-going funding and other resources, including competent staff; sustaining continued effort in all areas of functioning (advertising, recruitment, public relations, programming, evaluation, etc.); dealing with controversy; and addressing antagonism from individuals, other groups, or the community.

Applying SWOT analysis to all the areas your organization has to deal with makes it easier both to anticipate and prepare for the negative, and to remember to identify and build on the positive.

Other facets of the planning process

Some specific areas that long-range strategic planning needs to address at regular intervals:

• Re-examining the organization's vision, guiding principles, and mission statement. Are they still relevant to what the organization does, and are they still what the organization believes? Do they need to be restated or redefined?

• Re-examining the goals of the organization. Are they still relevant to the needs they were originally meant to address? Are they consistent with the vision and mission statement?

• Re-examining the current strategies of the organization for meeting those goals. Are current methods effective? Are they consistent with the organization's vision, mission statement, and guiding principles? Are they feasible? Do they play well in the community? Are they inclusive and respectful? Are they ethical?

4. Keeping at It

The single most important thing to understand about maintaining quality performance -- or maintaining an organization, for that matter -- is that you can never stop working at it. No

effort at maintaining quality will work any longer than it is applied. No matter how institutionalized dynamism becomes, no matter how good your planning process is, they take constant care.

Self-Check -1	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Define record (2 pts)
2. Record- keeping allows a test site to what purpose? (3pts)

Note: **Satisfactory rating - 5points**   **Unsatisfactory - below 5points**

Answer Sheet

Score = _____
Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-2	Maintaining records of work quality

2.1. Poultry Farm Records Maintenance

Record maintenance is a crucial activity in any business.

It will serve as important source for monitoring and evaluation.

A business can be efficiently managed, only if proper recording of data is carried out periodically.

The records maintained are primarily a documentation of accountability and secondarily a data system for management. They should be reliable and relevant. This relevant information, when recorded, should be made available at any time.

Records should be simple, easy to understand, without repetition; but must provide all the needed information.

Records should provide information for future planning, changes and expansions, if any.

The nature of the records varies, based on the type and volume of the enterprise.

Irrespective of the type and size of enterprises, the basic records to be **maintained** are as follows:

1. **Attendance and daily wages register**

This deals with the number of persons employed daily and wages dispersed to them; including the stamped acquaintance.

2. **Building Registers**

This deals with the various farm buildings and other civil works like well, fencing, roads etc.

In this register one has to maintain the petty repairs and expenditure incurred for their maintenance.

Moreover, the annual depreciation on buildings should also be worked out every year.

After deducting the annual depreciation, the actual worth of the buildings should be brought forward for various accounting purposes.

3. **Equipment Register**

This includes various farm equipment machineries like feed mill, vehicles, cages, incubators, feeders, waterers etc.

The date, source, number and cost of purchase of equipment must be recorded.

The repairs carried out along with the details of repairs also must be indicated.

4. **Feed and feed ingredient register**

Feed is the major item of expenditure in poultry production. Hence, much care should be exercised in maintaining this register.

Few pages must be allotted for each feed ingredient of the feed.

For each of these items, the opening balance, receipts, issues, storage loss, manufacturing cost and the closing balance has to be maintained.

In the remarks column, the source of purchase, invoice number and date and cost per unit must be indicated.

Since the feed ingredient prices vary frequently, the actual ingredient cost for each batch of feed mixed must be taken into account, for accurate calculation.

5. **Feed additives and medicines register**

This register keeps track of the various feed additives, medicines, vaccines, disinfectants, chemicals purchased and utilized.

The opening balance, receipts, issues, closing balance and a remarks column must be maintained for each item.

In the remarks column, the invoice number, date, cost and source of each purchase have to be indicated.

6. Petty items or miscellaneous purchase/ expenditure register

In this register, all miscellaneous purchases like tools, stationary, bulbs, nails etc. and other day-to-day expenditure has to be recorded and a monthly and annual consolidated report has to be prepared to calculate miscellaneous expenditure.

In addition to the above mentioned common registers, the following specific registers have to be maintained, depending on the nature of the farm and type of enterprise.

7. Layer farm register

For each batch, the production performance register has to be maintained from day one to disposal; with the following columns.

Date, age in days, opening balance of birds, mortality, feed issued, feed/ bird/ day, eggs produced, % Hen-day egg production, Feed/ egg and remarks.

The remarks column should deal with date of vaccinations, debeaking, medication, post-mortem report if any, sale of culled birds and any other relevant information.

A separate book has to be maintained for each batch from day one to disposal, so that batch wise economics can be calculated.

8. Egg out turn register

This is a consolidated record of egg turnover by all batches maintained in the farm at a time.

This will take into account the eggs produced by all the batches of layers in the farm.

This register consists of the following columns namely: Date, opening balance of eggs, eggs produced, sold, and closing balance of eggs and remarks.

Number and sale price of the pullet eggs and broken saleable eggs may also be maintained.

Moreover, the day-to-day sale price of eggs must be recorded daily.

The monthly and annual consolidated report, indicating the volume and value of the total eggs turnover may be furnished.

9. Broiler farm records

For broiler farms, batch wise performance sheet has to be maintained, with the following columns.

Before the regular columns, the batch number, source of chicks, number of paid and free chicks received, date of hatch, cost per chick and strain, have to be recorded.

The regular data to be recorded are date, age in days, opening balance of birds, mortality, total feed issued and remarks.

In the remarks column the medication and vaccination details, cause of death may be indicated.

These regular columns should continue up to 56 days; but recording should be done until the date of sale.

Below these regular columns the following particulars like total live body weight of birds sold, number of birds sold, per cent mortality, total feed consumed, feed conversion ratio, cost of feed, sale price of broilers sold, cost of chicks and miscellaneous cost (electricity, labour, medicine, vaccination, fuel etc) have to be recorded.

Based on the above data, the actual cost of production/ kg live weight and the profit/ loss incurred for that batch has to be calculated.

10. Breeder farm records

The records will be similar to that of the layer farm. However, one more column, namely the number of hatching eggs produced daily has to be included in the batch wise performance and egg out turn register.

11. Hatchery records

The hatchery should maintain a register similar to that of egg out turn register but with some modified columns as follows:

Date, opening balance, receipts, settings, discards and sales, chicks produced, chicks sold, chicks discarded, free chicks and remarks.

12. Batch wise hatchery sheet

This may be maintained, to provide the following information.

Serial setting number, number of eggs set, type of eggs, strain, source of eggs, number of eggs discarded, number of eggs transferred to hatcher, number of good chicks hatched, number of weak chicks, number of pullet chicks (in case of egg-type only), number of male chicks and mode of disposal, per cent total hatchability and per cent fertility.

13. Chick out turn and disposal register

This register consists of strain wise chick out turn and disposal particulars, consisting of date, opening balance of chicks, chicks hatched, chicks sold, chicks used for own purpose, chicks discarded, chicks given as free margin, closing balance, price per chick and remarks.

The remarks column should have the Marek's disease vaccination and other particulars.

14. Feed mill record

The feed mill registers will be similar to the general registers discussed above but with more details about individual feed ingredients.

Instead of maintaining few pages for each ingredient and feed in the same register, a separate register has to be maintained for each ingredient and feed.

An extra column showing the feed ingredient shortage due to storage, grinding and mixing loss has to be indicated at the expiry of each batch or lot received or mixed.

Moreover, the remarks column must indicate the source of purchase, bill number, unit price and mode of payment, in case of feeding ingredient.

In case of different feeds prepared – to whom sold, quality, rate per unit, invoice number and mode of receipt should be indicated

It is essential to maintain quality records not only to conform to the regulations but to also aid management in reviewing the effectiveness of our quality system and making decisions on how to improve it. The records that are maintained also demonstrate that products were manufactured to specifications and standards.

The quality records that are maintained in poultry production include:

➤ Quality System documentation

- ➢ Device Master Records
- ➢ Device History Records
- ➢ Document Change Requests
- ➢ Calibration and maintenance records
- ➢ Internal Audit Reports and Management Reviews
- ➢ Customer Complaints
- ➢ Vendor Qualifications
- ➢ Purchase Orders
- ➢ Customer Orders and Contracts
- ➢ Personnel Records/Training records
- ➢ Design History Files (Validation Data)
- ➢ Field Notifications and Recalls

All records are stored in conditions to facilitate their preservation and ready access by appropriate personnel. The records are retained for at least three years, or as specified in individual SOPs or customer contracts.

Work Areas - Areas used for handling, storage, and packaging of products shall be clean, safe, and organized to ensure that they do not adversely affect quality or personnel performance.

Handling

The supplier shall provide methods of handling product that prevent damage or deterioration.

Storage

The supplier shall use designated storage areas or stock rooms to prevent damage or deterioration of product, pending use or delivery. Appropriate methods for authorizing receipt to and dispatch from such areas shall be stipulated. In order to detect deterioration, the condition of product in stock shall be assessed at appropriate intervals.

Deterioration - Where the possibility of deterioration exists, materials in storage shall be controlled (i.e., date stamped/coded) and materials with expired dates shall not be used.

Packaging

The supplier shall control packing, packaging, and marking processes (including materials used) to the extent necessary to ensure conformance to specified requirements.

Preservation

The supplier shall apply appropriate methods for preservation and segregation of product when the product is under the supplier's control.

Documentation - The supplier shall establish and maintain methods to ensure that all documentation required to describe, test, install, and apply a patch has been verified and delivered.

Self-Check -2	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What quality records that is maintained in poultry production? (2 pts)
2. What are the two important sources that served from record maintenance? (2 pts)

Note: **Satisfactory rating - 4 points   Unsatisfactory - below 4 points**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

References

➤ Plan Automation Technology Blog
➤ Poultry farm manual
➤ Quality Assurance and Food Safety—Chicken Meat
➤ Quality Assessment of Poultry Farm and Product Processing Unit in Different Divisions of Bangladesh

Poultry Production

Level -III

Learning Guide-84

Unit of Competence: - Apply Quality control

Module Title: - Applying Quality control

LG Code: AGR PLP3 M20 LO4-LG-84

TTLM Code: AGR PLP3 M20 TTLM 0120v1

LO 4: Study causes of quality deviations

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Investigating and Reporting Causes of Deviations from Final Outputs**
- **Recommending Suitable preventive action for deviation**

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you **will be able to –**

- **Investigate and report causes of deviations from final outputs**
- **Recommend suitable preventive action for deviation**

   Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 61 to 68.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1and 2" in page -63 and 66 respectively.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1 and 2).
6. If you earned a satisfactory evaluation proceed to "Information Sheet 2". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-checks. This will form part of your training portfolio.

Information Sheet-1	Investigating and Reporting Causes of Deviations from Final Outputs

1.1. What is a Deviation?

A Deviation is a departure from standard procedures or specifications resulting in non-conforming material and/or processes or where there have been unusual or unexplained events with the potential to impact on product quality, safety, efficacy system& data integrity or personal safety.

For compliance to GMP and the sake of continuous improvement, these deviations are recorded in the form of Deviation Report (DR).

Types of Deviations:

The Following are some examples of deviations raised from different functional areas of business:

1) **Production Deviation** - usually raised during the manufacture of a batch production.

2) **EHS (Environmental Health and Safety) Deviation** - rose due to an environmental, health and safety hazards.

3) **Quality Improvement Deviation** - may be raised if a potential weakness has been identified and the implementation will require project approval.

4) **Audit Deviation** - raised to flag non-conformance identified during internal, external, supplier or corporate audits.

5) **Customer Service Deviation** - rose to track implementation measures related to customer complaints.

6) **Technical Deviation** - can be raised for validation discrepancies. For example: changes in Manufacturing Instruction.

7) **Material Complaint** - rose to document any issues with regards to non-conforming, superseded or obsolete raw materials/components, packaging or imported finished goods.

8) **System Routing Deviation** - raised to track changes made to Bill of materials as a result of an Artwork change.

1.2. When to Report Deviation:

A Deviation should be raised when there is a deviation from methods or controls specified in manufacturing documents, material control documents, standard operating procedure for products and confirmed out of specification results and from the occurrence of an event and observation suggesting the existence of a real or potential quality related problems.

A deviation should be reported if a trend is noticed that requires further investigation. All batch production deviations (planned or unintended) covering all manufacturing facilities, equipment, operations, distribution, procedures, systems and record keeping must be reported and investigated for corrective and preventative action.

Reporting deviation is required regardless of final batch disposition. If a batch is rejected a deviation reporting is still required.

Self-Check 1	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is a Deviation mean? (3 point)

2. Write types of Deviation? (3 points)

Note: **Satisfactory rating - 6 points**   **Unsatisfactory - below 6 points**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-2	Recommending Suitable preventive action for deviation

2.1. Different Levels of Deviation Risks:

For the ease of assessing risk any deviation can be classified into one of the three levels 1, 2 & 3 based on the magnitude and seriousness of a deviation.

Level1: Critical Deviation

Deviation from Company Standards and/or current regulatory expectations that provide immediate and significant risk to product quality, patient safety or data integrity or a combination/repetition of major deficiencies that indicate a critical failure of systems

Level 2: Serious Deviation

Deviation from Company Standards and/or current regulatory expectations that provide a potentially significant risk to product quality, patient safety or data integrity or could potentially result in significant observations from a regulatory agency or a combination/repetition of "other" deficiencies that indicate a failure of system(s).

Level 3: Standard Deviation

Observations of a less serious or isolated nature that are not deemed Critical or Major, but require correction or suggestions given on how to improve systems or procedures that may be compliant but would benefit from improvement (e.g. incorrect data entry).

How to Manage Reported Deviation:

The department Manager or delegate should initiate the deviation report by using a standard deviation form as soon as a deviation is found. Write a short description of the fact with a title in the table on the form and notify the Quality Assurance department within one business day to identify the investigation.

How to manage deviations?

❖ Regulatory requirement to capture all sorts of deviations evolves in order to maintain the continuous improvement of processes and systems

❖ All batch production deviations (planned or unintended) covering all manufacturing facilities, equipment, operations, distribution, procedures, systems and record keeping should be reported and investigated for corrective and preventative action (CAPA)

❖ Deviation should be documented when there is a deviation from methods or controls in manufacturing documents, material control documents, and/or standard operating procedures.

What to Check during the Deviation Assessment:

QA delegate has to conduct a primary Investigation on the deviation reported and evaluate the following information

1. Scope of the deviation - batch affected (both in-process and previously released)

2. Trends relating to (but limited to) similar products, materials, equipment and testing processes, product complaints, previous deviations, annual product reviews, and /or returned goods etc. where appropriate.

3. A review of similar causes.

4. Potential quality impact.

5. Regulatory commitment impact.

6. Other batches potentially affected.

Self-Check 2	Written Test

Directions: Answer all the questions listed below.

1. What Different Levels of Deviation Risks? (3 point)

2. How to Manage Reported Deviation? (3)

. *Note:* **Satisfactory rating - 6points**   **Unsatisfactory –below 6**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1._____

2. _____

References

➢ Plan Automation Technology Blog
➢ Poultry farm manual
➢ Quality Assurance and Food Safety—Chicken Meat
➢ Quality Assessment of Poultry Farm and Product Processing Unit in Different Divisions of Bangladesh

Poultry Production

Level-III

Learning Guide-85

Unit of Competence: - Apply Quality control

Module Title: - Applying Quality control

LG Code: AGR PLP3 M20 LO5-LG-85

TTLM Code: AGR PLP3 M20 TTLM 0120v1

LO 5: Complete documentation

Instruction Sheet	Learning Guide 85

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- **Recording Information on quality and other indicators of service performance**
- **Recording all service processes and outcomes**

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- **Record Information on quality and other indicators of service performance**
- **Record all service processes and outcomes**

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 69 to 83.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1, 2" in page -78 and 83 respectively.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1, 2).
6. If you earned a satisfactory evaluation proceed to "Information Sheet 2". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1, 2 and 3.
7. Submit your accomplished Self-checks. This will form part of your training portfolio.

Information Sheet-1	**Recording Information on quality and other indicators of service performance**

Introduction

What is documentation?

Documentation is a set of documents provided on paper, or online, or on digital or analogy media, such as audio tape or CDs. Examples are user guides, white papers, on-line help, and quick-reference guides. It is becoming less common to see paper (hard-copy) documentation. Documentation is distributed via websites, software products, and other on-line applications.

Professionals educated in this field are termed document lists. This field changed its name to information science in 1968, but some uses of the term documentation still exists and there have been efforts to reintroduce the term documentation as a field of study.

Principle of documentation

While associated ISO standards are not easily available publicly, a guide from other sources for this topic may serve the purpose. David Berger has provided several principles of document writing, regarding the terms used procedure numbering and even lengths of sentences, etc.

Procedures and techniques

The procedures of documentation vary from one sector, or one type, to another. In general, these may involve document drafting, formatting, submitting, reviewing, approving, distributing, reposting and tracking, etc., and are convened by associated SOPs in a regulatory industry. It could also involve creating content from scratch. Documentation should be easy to read and understand. If it's too long and too wordy, it may be misunderstood or ignored. Clear, Short, Familiar words should be used to a maximum of 15 words to a

sentence. Only gender hyper neutral word should be used and cultural biases should be avoided. Procedures should be numbered when they are to be performed.

Producing documentation

Technical writers and corporate communicators are professionals whose field and work is documentation. Ideally, technical writers have a background in both the subject matter and also in writing and managing content (information architecture). Technical writers more commonly collaborate with subject matter experts (SMEs), such as engineers, technical experts, medical professionals, or other types of clients to define and then create content (documentation) that meets the user's needs. Corporate communications includes other types of written documentation that is required for most companies.

Specializing documentation

- **Marketing Communications**: they endeavor to convey the company's value proposition through a variety of print, electronic, and social media. This area of corporate writing is often engaged in responding to proposals.
- **Technical Communication :** Technical writers document a company's product or service. Technical publication include user guides, installation a configuration manuals, and troubleshooting/repair/replace procedures.
- **Legal Writing:** This type of documentation is often prepared by attorneys or paralegals that could be in private practice or retained as corporate council.
- **Compliance documentation:** This type of documentation codifies Standard Operating Procedures (SOPs), for any regulatory compliance needs, as for safety approval, taxation, financing, technical approval, etc.

What are Records?

A record is anything, in any media, which contains information about a client or group and which is gathered as a result of any aspect of the work carried out within the guidance service.

Broadly it can be defined as:

Record is any memorandum, book, plan, map, drawing, diagram, pictorial or graphic work or other document, any photograph, film or recording whether sound or images or both, any form in which data are held, any other form, including machine readable form or thing in which information is held or stored manually, mechanically or electronically and anything that is part or a copy, in any form, of any of the foregoing or is a combination of two or more of the foregoing. This means that practically every record we keep is subject to the terms of the Data Protection Act.

Why do we need to keep records?

Recording is the guidance process, its activities and outcomes are essential to providing Guidance Services within a quality assurance framework. Systems for tracking and monitoring service delivery demonstrate our actions and ensure accountability. Records give us both quantitative and qualitative data to measure and evaluate products/services.

Essential reasons for record keeping include:

➢ Department of Education and Skills (DES) requirement;
➢ Provides qualitative and quantitative data for monitoring and evaluation;
➢ Informs policy development work;
➢ Represents professional guidance practice;
➢ Can inform issues for discussion under supervision;
➢ Supports reflective practice;
➢ Informs guidance/client planning process;
➢ Informs strategic planning;
➢ Is useful as a research tool;

➢ Essential for professional transfer for new staff member.

Recording Information

The Data Protection Acts 1988 and 2003 were designed to protect the privacy rights of individuals in relation to personal data held in relation to them. It is important therefore that clear, accurate records are kept on the outcome of any discussions or decision making.

Record Keeping Guidelines

When taking notes or compiling records, it is important that they are:-

1. **Clearly written:** Ensure that all manual notes are clearly written and dated;

2. **Accurate:** Notes and records should be an accurate representation of what took place;.

3. **Factual:** Avoid unsubstantiated opinions and keep to the facts;

4. **Relevant:** Record only what is relevant to guidance or information;

5. **Objective:** Rely on an evidence based approach;

6. **Critical incidents:** Specific concerns in relation to clients should be noted and any actions taken need to be recorded;

7. **In an appropriate medium:** the method of recording should be appropriate.

Quality Information Recording

Definition

If a quality assurance agreement or a vendor release is required for a material, you must create a quality information record (quality info record). The quality info record determines how the material can be processed further.

Importance of quality information recording

When a quotation or purchase order is created, the system checks whether a quality info record is required and available for the combination of material and vendor.

The system also checks whether the vendor and material-vendor combination is blocked or released for quotations, purchase orders and/or goods receipt. The execution of this check depends on the setting of the QM in procurement control key in the material master. The

quality info record displays a vendor block specified in the vendor master, the vendor's QM system, and the lock date.

You can also specify a status profile for releasing the supply relationships and the QM system of the material-vendor combination in the quality info record. You can also decide whether you want to deactivate the goods receipt inspection or perform a goods receipt inspection and/or source inspection.

What is Performance Measurement?

Performance measurement is the regular collection of data to assess whether the correct processes are being performed and desired results are being achieved.

Definitions of performance measurement including:

- ❖ Selection and use of quantitative measures that provide information about critical aspects of activities, including their effect on patients. Measures of what "actually happened" can be compared to goals set by your organization.

- ❖ Performance measurement analyzes the success of a work group, program, or organization's efforts by comparing data on what actually happened to what was planned or intended.

- ❖ Performance measurement asks,

  - ➢ "Is progress being made toward desired goals?

  - ➢ Are appropriate activities being undertaken to promote achieving those goals?

  - ➢ Are there problem areas that need attention?

  - ➢ Successful efforts that can serve as a model for others?"

The focus of performance measurement is less on the individual provider and more on the organization as a whole to evaluate whether an adequate structure and correct processes are in place to achieve the organizations objective.

Why to Measure Performance?

There are many reasons why an organization should measure performance:

- **Quality Improvement**. Measuring performance can tell you what you're doing well so you can share your successes and also reveal areas where you need to make adjustments. Measuring performance tells you whether you are achieving your ultimate goal of improving patient outcomes.

- **Transparency.** Stakeholders outside of the organization want to know about the quality service or product being provided. Customers want information that allows them to make informed choices about their services. Sharing performance information can also help an organization gain support and funding for its programs.

- **Accreditation.** Organization of accreditation, and the Accreditation Association, evaluates organizations to provide accreditation or certification signifying that those places meet certain performance standards.

- **Recognition.** Accreditation organizations offer accreditation programs for recognition for those organizations in the country if they fulfill the standards required by them.

- **Participation in financial incentive programs or demonstrations.** Those organizations provide incentive payments to eligible professionals, eligible organizations as they adopt, implement, upgrade or demonstrate **meaningful use** of certified technology. Eligible professionals and organizations who participate in the program must be able to record, store, and report quality measures (QM), which CMS (customer management system) defines as the "processes, experience, and/or outcomes of customer, observations or treatment that relate to one or more quality aims.

Constraints on Service Performance Information

Materiality, cost-benefit, and achieving an appropriate balance between the qualitative characteristics are pervasive constraints on the reporting of service performance information. A pervasive constraint represents a limitation that applies to all of the qualitative characteristics. For example, if the costs of reporting particular service performance information are considered to be greater than the benefits that the information may provide to users, this may supersede the need to report that service performance information.

1. Materiality

Materiality represents the magnitude of an omission or misstatement of service performance information that is significant enough to make it probable that the assessment of a reasonable person relying on the service performance information would have been changed or influenced by the omission or misstatement. Materiality depends on both the nature and amount of the service performance information reported in the particular circumstances of a public sector entity. As a result, it is not possible to specify a uniform quantitative threshold at which service performance information becomes material for a public sector entity.

2. Cost-Benefit

The reporting of service performance information provides benefits to users, but also imposes costs. The benefits of reporting service performance information should justify those costs. Assessing whether the benefits of providing service performance information justify the related costs is often a matter of judgment, because it is often not possible to identify and quantify all of the benefits or costs of reporting service performance information.

3. Balance between the Qualitative Characteristics

Reaching an appropriate balance between the qualitative characteristics is necessary when reporting service performance information. Qualitative characteristics work together in different ways to contribute to the usefulness of the service performance information. For

example, for service performance information to be relevant, it must also be timely and understandable.

There often is a balancing or trade-off between the qualitative characteristics that is necessary to achieve the objectives of accountability and informing decision-making. The relative importance of the qualitative characteristics in each situation is a matter of professional judgment. For example, there is often a trade-off between the degree of verifiability and the relevance of service performance information being reported. However, there may be a point beyond which some trade-offs between the qualitative characteristics would not be considered acceptable.

Table A: Working Definitions for Service Performance Information

Term	Working Definition	Example
Objective	An objective is a statement of the result a reporting entity is aiming to achieve.	To increase profit of the business by reducing the cost of production
Performance indicators	Performance indicators are quantitative or qualitative measures that describe the extent to which a service is achieving its objectives and using resources.	Examples below for inputs, outputs, outcomes, efficiency indicators, and effectiveness indicators.
Inputs	Inputs are the resources of a reporting entity used to produce outputs in delivering its objectives.	Expenditure to produce product

Outputs	Outputs are the goods and services, including transfers to others, provided by a reporting entity in delivering its objectives.	Percentage of total customer who bought the products
Outcomes	Outcomes are the impacts of outputs in delivering the reporting entity's objectives.	The Number of products sold in market
Efficiency indicators	Efficiency indicators are measures of the relationship between inputs and outputs.	Cost per product to produce and sell one product
Effectiveness indicators	Effectiveness indicators are measures of the relationship between outputs and outcomes.	Percentage of customer who bought the product per selling price

Developing a standardized service performance information terminology for the reporting of service performance information is appropriate, and should include the seven terms and working definitions

Self-Check 1	Written Test

Directions: Answer all the questions listed below.

1. Why do we need to keep records? (3 point)

2. Write recording guidelines (3 point)

. *Note:* **Satisfactory rating - 6points**   **Unsatisfactory –below 6**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1._____

2. _____

Information Sheet-2	Recording all service processes and outcomes

We believe that it is essential to maintain quality records not only to conform to the regulations but to also aid management in reviewing the effectiveness of our quality system and making decisions on how to improve it. The records that are maintained also demonstrate that products were manufactured to specifications and standards.

The quality records that are maintained include:

- Quality System documentation
- Device Master Records
- Device History Records
- Document Change Requests
- Calibration and maintenance records
- Internal Audit Reports and Management Reviews
- Customer Complaints
- Vendor Qualifications
- Purchase Orders
- Customer Orders and Contracts
- Personnel Records/Training record
- Design History Files (Validation Data)
- Field Notifications and Recalls

All of our records are stored in conditions to facilitate their preservation and ready access by appropriate personnel. The records are retained for at least three years, or as specified in individual SOPs or customer contracts.

Document control is typically the most challenging aspect of ISO 9000 compliance. Starting with a simple, versatile structure provides the best opportunity to organize documentation and effectively orient the workforce. ISO 9000 contains rules and methods that an operating

quality management system should consider. The standard defines "what" has to be done. It is part of the organization's role, to prove "how" specific requirements are fulfilled.

Why record and document?

Process recording and documentation brings discipline to doing things better. It's often the first step in identifying process efficiencies and process standardization. When it comes to process recording and documentation, the traditional approach requires a professional technical writer to interview Subject Matter Experts (SMEs) multiple times as documents are drafted, edited, revised and finalized.

Our clients have benefited from these services in several ways:

- Minimized risk during BPO(Business process outsourcing) transitions
- Identified standard operating procedures (SOP) for knowledge retention, improvement, compliance, system upgrades and training
- Documented process flows for determining scope of outsourcing including onshore, near shore and offshore strategies
- Defined the interlinks between processes transitioned to TELUS International and those retained by the client
- Identified further opportunities within the entire value stream

From external consultations to internal client projects, our documentation services cover training, transitions, compliance, and process redesign and client requirements. Services can be stand-alone, or in combination with our Business Process Improvement (BPI) or other services.

Recording is an essential task in human services. It helps to focus the work of staff and supports effective partnership and planning with people who use services. When adopting outcomes focused approach, practitioners should be encouraged to use recording as an analytical tool and as a way of clarifying the purpose of their interventions. In addition to its

role in supporting values and principles of professional practice, recording ensures that there is a documented account of work undertaken. It supports continuity when there is a change of staff and provides a means for managers to monitor work. It becomes a major source of evidence when there are critical incidents or enquiries. Recording is also necessary for planning, monitoring and reviewing progress, at individual, service, organizational and locality levels.

Recording outcomes Assessment involves a process of investigation, working with the individual, their family and others to capture their story and the outcomes important to them. Following assessment, the next step is to work with the person to priorities outcomes and agree a support plan, with identified actions for all involved. At review, the practitioner discusses with the person whether and to what extent they have achieved the relevant outcomes. The review should include discussion of all outcomes, not just those identified in the plan. This allows both for identification of new issues and recognizes the impact of any support on multiple outcomes.

Key questions might include: ·

- What are the key outcomes that are important to this person? (assessment/support plan)
- What are the main issues in relation to the identified outcomes? (assessment/support plan)
- What actions are required to be taken to achieve the outcomes, and when? (support plan)
- What role might the person/their family/natural supports play in this? (support plan)
- What other support/services might lead to improved outcomes? (support plan)
- What's already working and what's been changing toward what you want? (support plan)
- How will you know that you have achieved those outcomes? (support plan)
- How well are the outcomes being achieved? (review)

- What role is being played by the person/ natural supports in achieving outcomes? (review)

- What is being done by services to support the achievement of outcomes? (review)

- What more/else needs to happen? (review)

- What are the outcomes important to this person now? (review)

- Are there other outcomes being achieved than those identified in the support plan? (review)

- Are some elements of support no longer required? (review)

The benefits of recording outcomes

A key benefit of recording outcomes is clarity of purpose – with a shift from focusing solely on what is going to be done to why. This means starting by identifying the desired outcome, and working backwards to consider who, what, when and where. Staff report that recording outcomes and sharing documentation with individuals, can flush out mistaken assumptions about the purpose of involvement. There should be space to record differences of opinion and the record can be used as a negotiating tool over time. In some cases an individual may wish to sign overall agreement with their plan whilst wishing specific areas of disagreement to be noted.

A clearly recorded plan of outcomes should be worded in a way that is meaningful to the individual. An outcomes focused plan provides a good basis for tracking progress over time, as long as the plan is reviewed. This can be motivational for everyone involved. It can also identify a lack of progress and promote consideration of what needs to change. For the individual, achievements which fall short of hard measures can be recognized in addition to more traditional output type goals, i.e. improved confidence can be recognized as a step towards achieving employment.

Further, the inclusion of maintenance outcomes means that the approach does not just measure changes and improvements in the individual, but can acknowledge the significant

challenge in reducing the rate of decline, despite deteriorating health, for example. Regarding the contribution of staff, recording process outcomes can also identify the benefits of 'soft' skills of staff, such as good listening.

Self-Check 2	Written Test

Directions: Answer all the questions listed below.

1. Why record and document? (3 point)

2. Write the benefits of recording outcomes? (3 point)

. *Note:* **Satisfactory rating - 6points**   **Unsatisfactory –below 6**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1._____

2. _____

References

  ➢ Plan Automation Technology Blog

  ➢ Poultry farm manual

  ➢ Quality Assurance and Food Safety—Chicken Meat

> Quality Assessment of Poultry Farm and Product Processing Unit in Different Divisions of Bangladesh

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