

# Business Performance Reviews

## Training Specification

### Course structure

The content of the training course is structured so that your learning develops using a simple step-by-step process.

#### Introduction

What business performance reviews are and how they track progress to the business plan.

#### The Standards

Where the requirements can be found and the terminology used in this training course.

#### The aim of business performance reviews

What the purpose of performance reviews are and how they are a business-wide effort.

#### The requirements

What you have to do for compliance and the elements that need to be included.

#### Interpreting the requirements

What the requirements mean, including examples to develop your understanding.

#### How to develop your system

How you can structure your system to provide the coverage needed for requirements.

#### Implementing your system

The actions you need to take to create your system and who will be involved in making it work.

#### Monitoring

How to constantly assess and update your system, to ensure it's working using the plan, do, check and act cycle.

#### Summary

Key points to remember that will ensure a successful outcome for business performance reviews.

### Technical information

Created & certified by Techni-K

Version control: Version 1.0

Date of release: Nov 2021

Course run time: 50 minutes\*

Stop/start function: Yes

Level: Management

Compliance: BRCGS: Food Issue 8, Storage & Distribution Issue 4, Agents & Brokers Issue 3, FSSC22000 V5.1, IFS Food V7 & SQF Food Manufacturing Edition 9

Language: English

Other languages available: No

Suitable for hearing impaired: Yes

Suitable for the visually impaired: No

Format: Cloud-based eLearning

Internet connection required: Yes

Supported browsers: Google Chrome & Mozilla Firefox (latest version)

Exam type: Open book

Test format: Multiple choice questions

Assessment grading: Pass or fail

Timed test: No

Pass rate: 70%

Immediate free retraining: Yes

Instant certificate: Yes, online PDF

Training dashboard: Yes, online

Help function: Yes

Chat function: Yes

FAQ: Yes

Glossary: Yes, online

Course materials: PDF Workbook

\*Estimated - run time will depend on each learner. The time stated is as per the course testing by us here at Techni-K.

## Assessment

Throughout the course, formative assessment is used to check learning and at the end of the course, summative assessment is used to test that learning outcomes have been met, using multiple choice questions.

## Course content:

### Introduction

The course introduction outlines what subjects will be covered in the training course. It explains what business performance reviews are and how they manage business performance through the use of scheduled meeting structures at all levels.

**Learning outcomes:** What is tracked using business performance reviews and what actions are carried out to intervene. Why routine meeting are held and how they're carried out. What should be reviewed at the end-of-year meeting.

### The Standards

This covers which specific clauses business performance review applies to across seven different food-related Standards.

**Learning outcomes:** No learning outcomes have been set for this section as it only provides clause details taken directly from the Standards which do not need to be assessed for competency in this course.

### Purpose

In this section, it explains what the aim of business performance reviews are which ensure that the product and services are safe, legal, authentic and to the quality agreed. It describes what the reviews check to ensure the business plan is achieved and what is often overlooked. Finally, how everyone in the business is involved.

**Learning outcomes:** What the aim of business performance reviews are, what aspects get overlooked, what action is taken when reviews identify failed objectives and how they prevent future failures.

### Requirements

This provides an overview of what you need to do, in line with the requirements for compliance.

**Learning outcomes:** How often business reviews must be carried out, who must attend and what must be included in the agenda. What allows information to flow up and down through the reporting channels and how to evidence it. How issues and ideas can be reported and what records must be available for audit.

### Interpretation

In order to interpret the requirements, this section explains what the requirements mean when they ask you to carry out business reviews, performance reviews, create an agenda for these and a mechanisms for staff to report issues. Finally, what record keeping is needed for the requirements. It includes everything you need to think about before you begin the system development.

**Learning outcomes:** How business reviews can be planned to meet requirements and why. What's included on the agenda and why. How systems are reviewed at a high-level, why performance reviews are routinely carried out and what mechanisms can be used for reporting staff issues and ideas. Why records are needed.

### System Development

This section provides what you need to think about to develop your business performance review system. It explains what needs to be included in business review and performance review meetings, when and at all levels. How communication channels are developed within in the meeting structure is included, showing example meeting structures and team structures for guidance. It also includes a development aims checklist.

**Learning outcomes:** How review meeting structures can be developed and what's needed to provide coverage of objectives communication at all levels and frequency.

## Course content:

### Implementation

In this section, you'll learn how to create a business performance review system using a checklist which contains the actions required in a sequential process. You'll learn the key information needed for each action and see example information for how KPIs measure objectives and a completed meeting template.

**Learning outcomes:** Who should create the system and why, how each department can create their meeting structure, agenda, implement their KPIs and meeting facilities. How the management team creates and implements monthly meetings and manage failed objectives. How business performance is communicated to all staff and why. Why performance reviews need etiquette rules in place and what these are. What preparation is required for performance review meetings before they're attended. Why additional mechanisms may be needed beyond the meeting structures.

### Monitoring

This section explains the cycle of monitoring for your system, it includes how a programme of Internal audits is used and what should be checked to ensure you have the coverage you need for successful compliance and what evidence is needed.

**Learning outcomes:** How routine and overall monitoring is carried out for business performance reviews and end-of year business review meetings. What is monitored through inspections and internal auditing. Why training is required for auditing.

### Summary

In the last section, you'll be given an overview of the key points to remember from the course content.

**Learning outcomes:** No learning outcomes have been set for this section as it reviews previous content.

## Activities

To aid your learning in this training course, we've included activities throughout the course to confirm your understanding of key subject information before you progress forward.

- **Quiz questions:** These are simple and straightforward multiple choice questions. You'll simply be asked to select the correct answer and try again until you get it right.
- **Creative exercises:** These activities involve selecting and arranging items to achieve the correct outcome.
- **PDF workbook:** Your training has a downloadable PDF workbook you can download and print. This includes notes pages, checklists and content from the course.