

QUALITY & SAFETY MATTERS

Facilitators Guide

Aim: To help the participants in making an assessment of their quality and safety both for themselves and their family and employees (if they have any) and also the health and safety of their customers.

Objectives : By the end of this session participants will have:-

- Understood what Quality design means for goods and services.
- Understood what safety looks like for employees and customers.

Outline of Session

1. Introduction
2. Quality Design
3. Survey on Design Quality
4. Safety Matters
5. Your Own & Family Safety
6. The Safety of your business customers
7. *Conclusion*
8. *Questions & Feedback*

Suggested Timings:

(Total time for Session = 2 hours (120 mins))

Introduction - 5 mins

Quality Design - 20 mins

Survey on Design Quality - 20 mins

Safety Matters - 5 mins

Your Own & Family Safety - 25 mins

The Safety of your business customers - 25 mins

Conclusion - 10 mins

Questions & Feedback- 10 mins

1. Introduction

- A) Welcome Everyone to the Group.
- b) Get people to Introduce them selves.

Slide 1

C) For You To Say As Facilitator - *Discuss*: What are the experiences of the participants regarding good and bad quality of goods and services – **have a discussion and write down issues**

Slide 2 –

Introduce the fact that Quality of goods and services from any business are important to business growth and reputation.

Slide 3 Encourage participants to complete the picture survey on page 1 & 2 of Workbook and look at how quality of presented goods makes a difference to their business reputation. Ask participants what they think should be the quality standards they will have for their business.



Quality Matters because it is what your customers see and feel about the goods and services they have purchased from you.



Quality Design



Slide 4

Ask the participants to complete the survey on Workbook page 3. Discuss any findings coming out of the thoughts of participants about quality issues.

Using the fulltable in Workbook page 3 – Outline the steps you might take to ensure quality in your Business

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Can you select your design quality (High and low both are ok)				
Can you set a quality standard so that all or most of your product is the same quality.				
If you buy materials do you check the quality by inspecting carefully before you buy				





Slide 5
 One of the biggest problems is 'illness' and the ability to consistently be well enough to provide quality services.

 Open a discussion about the impact of illness on participants businesses.


SAFETY

Safety Matters for you and your Employees
 and
 The Safety of Your Business Customers





Slide 6

 Move on to page 5 of the Workbook and encourage participants to look at how basic safety standards with food and personal hygiene will improve well-being and safety of workers and families

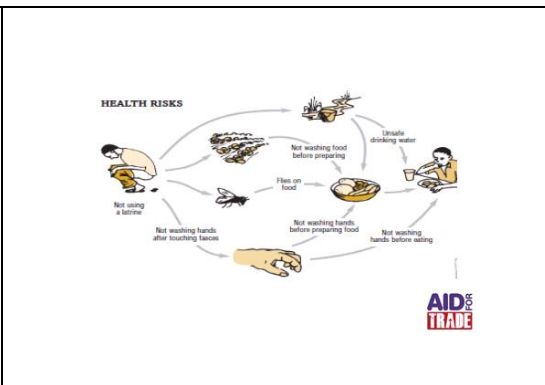


Your Own and Family Safety



Slide 7

 Encourage participants to take time to review the analysis in this Slide. Can participants offer any further suggestions about how to protect personal health and safety?




Slide 8

Encourage the participants to complete the survey on page 5 of the workbook regarding reducing workplace illness.

Reflect on any findings

Using the full table in Workbook page 5 – Outline the steps you might take to reduce the risk of illness

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Filter or boil water before drinking				
Wash my hands before preparing food.				
Keep raw foods in a cool place before use				
Cook food well, before eating				



Slide 9

Move on to page 6 of the Workbook and encourage participants to look at how safety standards will impact customers of business

DISCUSS – How would you manage sickness or injury if you are running a business?



The Safety of Your Business Customers




Slide 10

Encourage participants to take time to complete the survey . Can participants offer any further guidelines about how to health and safety?

Using the full table in Workbook page 6 – Outline the steps you might take to ensure products are clean and safe

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Keep animals, birds and/or as far as possible insects out of a food preparation area				
Cover hair and wash hands before preparing food.				
Keep all food processing packing areas clean and free from rubbish.				
Wash pans and equipment with hot, clean or boiled water before use				



Slide 11

Heavy Lifting - Encourage participants to understand how lifting safely can protect your back.

Look at the other pictures on workbook page 7.



Slide 12

Conclusion and Feedback

Consider what you have done – Have you met the AIMS of the course?

Open the group to ask questions and provide feedback

Was the information useful and at the right level

Thank everybody for coming – Encourage the group to network and share contact numbers or emails (if appropriate) and to keep in touch.

