

# T Level Technical Qualification in Science

Occupational specialism assessment (OSA)

## Food Sciences

Assignment 3

Assignment brief

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## Assignment brief

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## Timings

You have 3 hours 30 minutes to complete the tasks within this assignment, split into two 1 hour 45 minutes sessions. Your tutor will provide details of a rest break between the 2 sessions.

The time allocation for assignment 3 is 3 hours 30 minutes, divided as:

- task 1 – 1 hour 45 minutes
- task 2 – 1 hour 45 minutes

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## Scenario

You are part of the Quality team at Snick-Snacks, a manufacturer for potato-based bagged snacks. They have two sites:

- at Chester they make all their extruded snacks as well as premium potato crisps for all the retailers
- at Grimsby they produce their own brand of crisps

Over the last few years, Snick-Snacks has removed gluten from all their recipes in a bid to increase the number of consumers able to enjoy their products. In addition, their Grimsby site is dairy free. They try and keep their supplier base small to benefit from better prices with bigger volumes however some suppliers do differ between the two sites.

Due to increasing sales for retailers, Snick-Snacks are having issues with capacity at their Chester site and would like to move certain recipes to Grimsby but need to make sure the products taste exactly the same.

### Performance outcomes

PO3: Identify and resolve issues in the food supply chain

## Task 1: food risk assessment

Complete a risk assessment to analyse the risk of moving 4 recipes from Chester to Grimsby in terms of allergen changes.

(20 marks)

1 hour 45 minutes

Your risk assessment should include:

- main concerns regarding moving of recipes
- risk analysis of suppliers
- recommendations to reduce risk

### Documents

You will be provided with the following documents:

- relevant extracts from allergen policies for suppliers to the two sites
- recipes that need to be moved from Chester to Grimsby
- a list that summarises which suppliers supply which site

## Task 2: analysis of customer complaints

As part of the Quality team, you must review complaints quarterly for products at the Chester site to understand key issues customers may be having in terms of quality. Products with the highest number of complaints have been separated out for you to review.

Analyse the complaints data provided, identifying any trends, and producing a summary of the main reasons for the complaints.

Based on your analysis of the complaint data:

- prioritise the actions required to resolve identified trends
- conduct an 8-stage root cause analysis to identify the cause of each complaint type
- recommend appropriate preventive actions

(21 marks)

1 hour 45 minutes

### Documents

You will be provided with the following documents:

- customer complaint data

## Document information

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