

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY



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### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack- Tyre Fitter

**SECTOR:** RUBBER INDUSTRY

**SUB-SECTOR:** Tyre

**OCCUPATION:** Tyre Servicing / Maintainance

**REFERENCE ID:** RSC/ Q 2001

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** A Tyre Fitter is responsible for fitting different types of tyres (new/used/replacement) to the rim. Tyre fitment can be made as a part of service sector ( manufacturing of automobile /or in the market ) or in-house in the tyre manufacturing plant for testing such as plunger and wheel testing .

**Personal Attributes:** This job requires the individual to be active and energetic. He should be able to work independently under the guidance of supervisor. As a good learner, he should be willing to learn efficient ways to perform his work. He should be disciplined, focused and comfortable in performing labourious work.

## Qualifications Pack For Tyre Fitter

Job Details	<b>Qualifications Pack Code</b>	<b>RSC/ Q 2001</b>		
	<b>Job Role</b>	<b>Tyre Fitter</b>		
	<b>Credits(NSQF)</b>	<b>4</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>02/12/14</b>
	<b>Sub-sector</b>	<b>Tyre</b>	<b>Last reviewed on</b>	<b>02/12/14</b>
	<b>Occupation</b>	<b>Tyre Servicing / Maintainance</b>	<b>Next review date</b>	<b>02/12/15</b>

<b>Job Role</b>	<b>Tyre Fitter</b>
<b>Role Description</b>	A Tyre Fitter is responsible to fit different types of tyres (new/used/replacement) to the rim depending upon the requirement
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications*</b>	Class X/ITI
<b>Maximum Educational Qualifications*</b>	ITI/Graduate in Science
<b>Training</b> (Suggested but not mandatory)	Training on tyre fitting operation
<b>Experience</b>	Worked as a semi-skilled helper for 6-12 months in the same role
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">RSC/ N 2012 (Prepare material, tools and machine for tyre fitting)</a></li> <li><a href="#">RSC/ N 2013 (Undertake tyre fitting )</a></li> <li><a href="#">RSC/ N 2014 ( Perform post-tyre fitting activities)</a></li> <li><a href="#">RSC/ N 5001 (To carry out housekeeping)</a></li> <li><a href="#">RSC/ N 5002 (To carry out reporting and documentation)</a></li> <li><a href="#">RSC/ N 5003 (To carry out quality checks)</a></li> <li><a href="#">RSC/ N 5004 (To carry out problem identification and escalation )</a></li> </ol> <b>Optional:</b> NA
<b>Performance Criteria</b>	As described in the relevant OS units

Qualifications Pack For Tyre Fitter

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

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# National Occupational Standard



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## Overview

This unit is about preparing material, tools and machine for tyre fitting.

**Prepare material, tools and machine for tyre fitting**

National Occupational Standard

<b>Unit Code</b>	<b>RSC / N 2012</b>
<b>Unit Title (Task)</b>	<b>Prepare material, tools and machine for tyre fitting</b>
<b>Description</b>	This unit is about preparing material, tools and machine for tyre fitting operation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure housekeeping and safety in tyre fitting area</li> <li>• Prepare the fitting tools and machine</li> <li>• Selection of tools based on the type of tyre to be fitted</li> <li>• Get the required material to carry out tyre fitting operations</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Equipment readiness</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure the availability of all required tools such as crowbars , hydraulic assembly for removing used tyre from rim.</p> <p>PC2. Ensure that the tools are clean and well maintained.</p> <p>PC3. Ensure that the pressure gauges ( Mounted or hand carried )for checking inflation pressure is available</p> <p>PC4. Ensure safety shield /cage is in place while inflating the tyre</p> <p>PC5. Set parameters for the machine as per the organizational SOP.</p> <p>PC6. Place the tools on a safe location.</p>
<b>Material and Accessories appropriateness</b>	<p>PC1. Ensure that tube/flap/valve to be used are approved by the QA/QC.</p> <p>PC2. Check the availability of tyre &amp; rim with reference to the given job schedule</p> <p>PC3. Check the rim for cleanliness, corrosion or damage;</p> <p>PC4. Prepare soap solution to facilitate tyre mounting</p>
<b>Health &amp; Safety</b>	<p>PC5. Ensure the use of certified/tested fitting tools and machine and check their functioning.</p> <p>PC6. Ensure safety shield/cage is in place while inflating the tyre( both tube and tubeless tyres)</p> <p>PC7. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC8. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<b>Knowledge and Understanding (K)</b>	

**Prepare material, tools and machine for tyre fitting**

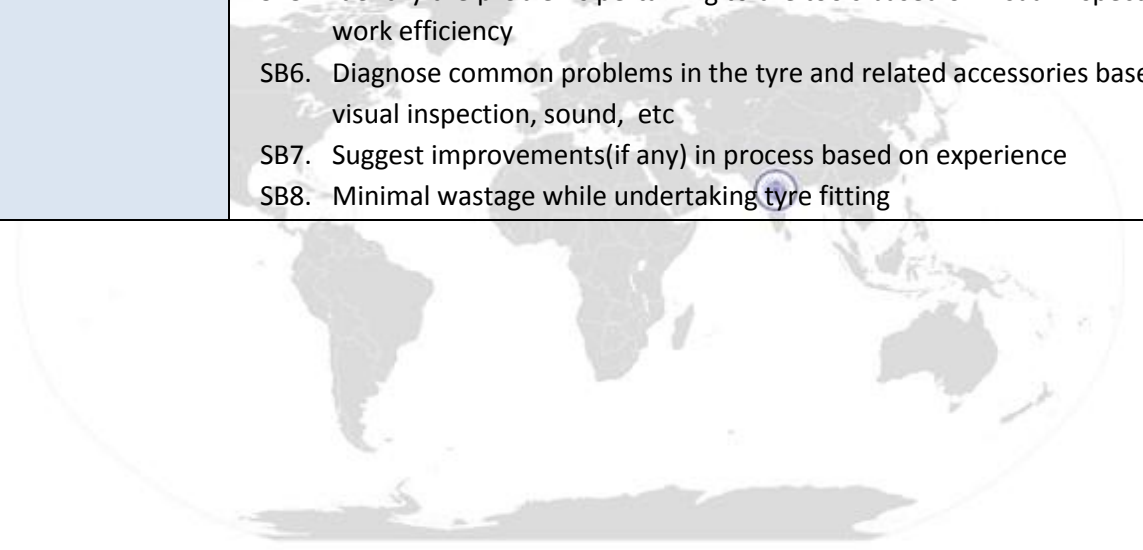
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools and machine. KA2. Importance of identifying non-conforming materials KA3. Risk and impact of not following defined procedures/work instructions. KA4. Escalation matrix for reporting identified problems KA5. Records to be maintained and the implications of their non-maintenance. KA6. Importance of housekeeping activities. KA7. Health, safety and environment guidelines, legislation and regulations as applicable. KA8. Personal protection (which protective equipment to be used and how). KA9. Importance of FIFO KA10. Impact of poor practices on health, safety and environment. KA11. Potential hazards and actions to minimize them. KA12. The escalation matrix and procedures for reporting hazard KA13. Impact of various practices on cost, quality, productivity, delivery and safety. KA14. Handover/Takeover of the equipment/work area as per the organizational SOP.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Proper handling of tyres, tubes, rim, valve, valve cap, flap and other accessories KB2. Proper usage of fitting tools and equipments KB3. Requirement of fitted tyres for Plunger testing and Wheel testing KB4. Knowledge of measuring pressure inside tyre using pressure gauges KB5. Knowledge of high/low pressure on tyre performance KB6. Effect of improper fitting of tyre resulting in the loss of material and value loss KB7. Proper usage of lubricants KB8. Various abnormalities and suitable response for abnormalities in equipment performance. KB9. Implications of delays in the tyre fitting process. KB10. Types of defects leading to rejections and their, reasons and possible solutions. KB11. Cleanliness and safety requirements for commencing fitting operation. KB12. Units of measurement. KB13. Response to injuries while handling tyres KB14. Knowledge of appropriate tools with respect to requirement. KB15. Knowledge of first aid treatment to address any cut/injury</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate activity logs in required format of the company SA3. Write simple letters, mails, etc</p>

**Prepare material, tools and machine for tyre fitting**

	<p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes and prepare tags</p>
	<p><b>Reading and Understanding Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p><b>Integrity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p>

**Prepare material, tools and machine for tyre fitting**

	SA24. Be punctual
<b>B. Professional Skills</b>	<b>Material and Equipment Handling</b> The user/individual on the job needs to know and understand how to: SB1. Handle tyre fitting tools and equipments SB2. Handle tyres and tyre accessories SB3. Handle various types of tyre handling equipment like hydraulic jacks, crow bar etc. SB4. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.
	<b>Analytical Thinking</b> The user/individual on the job needs to know and understand how to: SB5. Identify the problems pertaining to the tools based on visual inspection and work efficiency SB6. Diagnose common problems in the tyre and related accessories based on visual inspection, sound, etc SB7. Suggest improvements(if any) in process based on experience SB8. Minimal wastage while undertaking tyre fitting





## NOS Version Control

<b>NOS Code</b>	RSC / N 2012		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Tyre	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Tyre Servicing / Maintainance	<b>Next review date</b>	02/12/15



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# National Occupational Standard



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## Overview

This unit is about undertaking tyre fitting operation using appropriate tools and equipments.

<b>Unit Code</b>	<b>RSC / N 2013</b>
<b>Unit Title (Task)</b>	<b>Undertake Tyre Fitting</b>
<b>Description</b>	This unit is about undertaking tyre fitting operation using appropriate tools and equipments.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure housekeeping and safety in tyre fitting area.</li> <li>• Operate on the tools and equipments to fit the tyre.</li> <li>• Locate positions for Tube valve valve and flap to match rim hole</li> <li>• Perform proper specified inflation for the tyre</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Raw Material and Accessories appropriateness</b>	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Ensure, through visual inspections, that all the accessories required are of the desired quality.</p> <p>PC2. Check the availability of required tyres, tubes, flaps, o rings rims</p> <p>PC3. Check the availability of tyre in case of replacement</p>
<b>Operation</b>	<p>PC4. Perform tyre fitment (for new /replacement/ for inhouse indoor testing as per the SOP</p> <p>PC5. Carry out proper positioning of tyre,tube and flap to rim</p> <p>PC6. Match position for rim hole with tube valve and flap</p> <p>PC7. Carry out proper inflation i.e.in the optimal range as per the regulation/or as specified by plant technical w.r.t different types of tyres</p>
<b>Health &amp; Safety</b>	<p>PC8. Proper handling of machine and tools to avoid any injury/accident</p> <p>PC9. Usage of safety frame/metallic cage as in case of explosion tyre pieces does not come out</p> <p>PC10. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)</p> <p>PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Tyre fitting operation and its importance.</p> <p>KA2. Implications of using wrong size tube/flap in the fitment</p> <p>KA3. Implications of poorly prepared tools.</p>

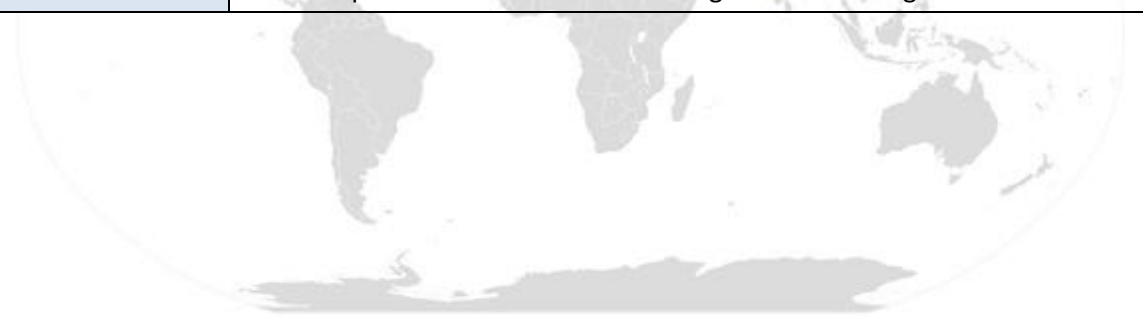
<p>organization and its processes)</p>	<p>KA4. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure.</p> <p>KA5. How to conduct quality and damage checks and their importance.</p> <p>KA6. Importance of identifying non-conforming products and their storage.</p> <p>KA7. Risk and impact of not following defined procedures/work instructions.</p> <p>KA8. The escalation matrix for reporting identified issues.</p> <p>KA9. Types of documentation in the organization and their importance.</p> <p>KA10. Records to be maintained and the implications of their non-maintenance.</p> <p>KA11. Importance of housekeeping &amp; good shopfloor practices</p> <p>KA12. Health, safety and environment guidelines, legislations and regulations, as applicable.</p> <p>KA13. Personal protection (which protective equipment to be used and how).</p> <p>KA14. Impact of poor practices on health, safety and environment.</p> <p>KA15. Potential hazards and actions to minimize them.</p> <p>KA16. The escalation matrix and procedures for reporting hazards.</p> <p>KA17. Importance of FIFO</p> <p>KA18. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA19. Handover/Takeover of the equipment/work area as per organizational SOP.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Tyre fitting operation using appropriate tools and machine.</p> <p>KB2. Cleanliness and safety requirements for commencing fitting operation.</p> <p>KB3. Proper handling of new and used tyres</p> <p>KB4. Requirements for Plunger and Wheel testing</p> <p>KB5. Knowledge of high and low speed test as well as wheel endurance test</p> <p>KB6. Effects of improper fitting on the performance of final product. Knowledge of wrong usage of fitting tools and the possibility of it causing the damage to tyre /tube/ flap</p> <p>KB7. Importance of safety frame/metallic cage</p> <p>KB8. Inflation techniques and importance of keeping inflation in the optimal range The process and importance of quality checks.</p> <p>KB9. Types of defects leading to rejections and their indicators, reasons and possible solutions.</p> <p>KB10. Potential problems in the fitting operation.</p> <p>KB11. Units of measurement.</p> <p>KB12. Knowledge of first aid treatment to respond to injuries.</p> <p>KB13. Optimal utilization of material and minimal wastage</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/</b></p>	<p><b>Writing Skills</b></p>

**Undertake Tyre Fitting**

<b>Generic Skills</b>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Write simple letters, email etc</p> <p>SA3. Fill up appropriate forms and activity logs in required format of the company</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<b>Reading and Understanding Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<b>Motivation</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<b>Reliability</b>

**Undertake Tyre Fitting**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
<b>B. Professional Skills</b>	<b>Material and Equipment Handling</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle fitting tools and machine</p> <p>SB2. Handle new and used tyres and accessories</p> <p>SB3. Handling of various types of material handling equipment like crow bar, hydraulic jack etc.</p> <p>SB4. Handling small 2/3 wheeler tyres to handling large earth moving tyres</p>
	<b>Analytical Thinking</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify the problems pertaining to the tools based on visual inspection and work efficiency</p> <p>SB2. Diagnose common problems in the tyre based on visual inspection, sound etc</p> <p>SB3. Suggest improvements(if any) in process based on experience</p> <p>SB4. Optimal use of material ensuring minimal wastage</p>	



## NOS Version Control

<b>NOS Code</b>	RSC / N 2013		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Tyre	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Tyre Servicing / Maintainance	<b>Next review date</b>	02/12/15



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# National Occupational Standard



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## Overview

This unit is about performing activities after the completion of tyre fitting operation.



<b>Unit Code</b>	<b>RSC / N 2014</b>
<b>Unit Title (Task)</b>	<b>Perform post –tyre fitting activities</b>
<b>Description</b>	This unit is about performing activities after the completion of tyre fitting operation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensuring housekeeping and safety in the tyre fitting area</li> <li>• Visual inspection of mounted tyre for any surface blemish or uneven inflation or weak spot</li> <li>• Marking tyres or placing identification tags to indicate date and time of fitment</li> <li>• Arrange for keeping/sending fitted tyres at designated place</li> <li>• Place the fitting tools at designated place</li> <li>• Arrange for placing/storing the old /worn out replaced tyres at proper place for disposal</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operation</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Clean tools and keep the tools at designated place after the completion of fitting operation.</p> <p>PC2. Organize to keep the fitted tyres appropriately.</p> <p>PC3. Remove the replaced tyres from the fitting area; send the wastage to the appropriate place for re-use or disposal</p> <p>PC4. Report any problem related to tools and equipments to the Supervisor</p> <p>PC5. Report any problem related to fitted tyre</p>
<b>Material disposal</b>	PC6. Dispose of waste material safely, as per organizational SOP.
<b>Marking</b>	<p>PC7. Marking tyres for any issues.</p> <p>PC8. PlaceID tags to indicate tyre size , date and time of mounting/fitment</p>
<b>Health &amp; Safety</b>	<p>PC9. Handle the material using hand gloves and other safety equipment.</p> <p>PC10. Adhere to all safety norms (such as wearing protective gloves , shoes, safety goggles etc).</p> <p>PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<b>Knowledge and Understanding (K)</b>	

**Perform Post-Tyre Fitting Activities**

<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Implications of inappropriately fitted tyres. KA2. Significance of marking. KA3. Importance of identifying non-conforming products and their storage. KA4. Risk and impact of not following defined procedures/work instructions. KA5. The escalation matrix and procedures for reporting identified problems. KA6. Types of documentation in the organization and their importance. KA7. Records to be maintained and the implications of their non-maintenance. KA8. Importance of housekeeping & good shopfloor practices KA9. Health, safety, and environment guidelines, legislations and regulations as applicable. KA10. Personal protection (which protective equipment to be used and how). KA11. Importance of FIFO KA12. Potential hazards and actions to minimize them. KA13. Impact of poor practices on health, safety and environment. KA14. The escalation matrix and procedures for reporting hazards. KA15. Handover/Takeover of the equipment/work area as per organizational SOP.
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. Appropriate method for keeping the fitted tyres KB2. Low /high inflation and its effect on tyre performance KB3. Proper usage of replaced tyres. KB4. Process and importance of dimensional and appearance quality checks. KB5. Implications of incorrect ID marking. KB6. Implications of inappropriate waste disposal. KB7. Types of defects leading to rejections and their indicators, reasons and possible solutions. KB8. Units of measurement. KB9. Coding systems for identification and traceability. KB10. Knowledge of the storage and handover of prepared product KB11. The usage of placing different types of tags for not using defective tools
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas through written communication SA2. Fill up appropriate forms and activity logs in required format of the company SA3. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
<b>Reading and Understanding Skills</b>	

**Perform Post-Tyre Fitting Activities**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA5. Read images, graphs, diagrams</p> <p>SA6. Understand the various coding systems as per company norms</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA8. Understand instructional language of the organization</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p><b>Integrity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
	<p><b>B. Professional Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1.</p>

**Perform Post-Tyre Fitting Activities**

	<p>SB2. Handle fitted tyres and replaced tyres</p> <p>SB3.</p> <p>SB4. Handling of various types of material handling equipment like crow bars, hydraulic jack etc</p> <p>SB5. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify the problems pertaining to the fitted/mounted tyre based on visual inspection</p> <p>SB6. Identify any damage caused to tyre while mounting and check for reasons .</p> <p>SB7. Diagnose common problems in the tyres based on visual inspection, sound etc</p> <p>SB8. Suggest improvements(if any) in process based on experience</p> <p>SB9. Optimal use of accessories ensuring minimal wastage</p>



## NOS Version Control

<b>NOS Code</b>	<b>RSC / N 2014</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>02/12/14</b>
<b>Industry Sub-sector</b>	<b>Tyre</b>	<b>Last reviewed on</b>	<b>02/12/14</b>
<b>Occupation</b>	<b>Tyre Servicing / Maintainance</b>	<b>Next review date</b>	<b>02/12/15</b>



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# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping

National Occupational Standard	<b>Unit Code</b>	<b>RSC / N 5001</b>
	<b>Unit Title (Task)</b>	<b>To carry out housekeeping</b>
	<b>Description</b>	This unit is about carrying out housekeeping activities
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing for housekeeping activities</li> <li>• Carry out housekeeping activities</li> <li>• Post housekeeping activities</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Pre housekeeping activities</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
	<b>Operations</b>	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
	<b>Post housekeeping activities</b>	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p>

**Carry Out Housekeeping Activities**

	<p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p><b>General</b></p>	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>



Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	<b>Reading and Understanding Skills</b>
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	<b>Integrity</b>
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust
	<b>Motivation</b>
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.

**Carry Out Housekeeping Activities**

	SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	<b>Reliability</b>
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual



## NOS Version Control

**Carry Out Housekeeping Activities**

<b>NOS Code</b>	RSC / N 5001		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	04/06/14
<b>Industry Sub-sector</b>	Tyre	<b>Last reviewed on</b>	14/06/14
<b>Occupation</b>	Tyre Servicing / Maintainance	<b>Next review date</b>	14/06/15



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# National Occupational Standard



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## Overview

This unit is about reporting and documentation

**To Carry Out Reporting And Documentation**

<b>Unit Code</b>	<b>RSC / N 5002</b>
<b>Unit Title (Task)</b>	<b>To carry out reporting and documentation</b>
<b>Description</b>	This unit is about carrying out reporting and documentation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Reporting of data/problem/incidents etc</li> <li>• Documentation</li> <li>• Information Security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Reporting</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
<b>Recording and Documentation</b>	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately an appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
<b>Information Security</b>	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p>

**To Carry Out Reporting And Documentation**

	<p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<b>Reading and Understanding Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<b>Integrity</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>	

**To Carry Out Reporting And Documentation**

	<b>Motivation</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<b>Reliability</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>



## NOS Version Control

<b>NOS Code</b>	<b>RSC / N 5002</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Tyre</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Tyre Servicing / Maintainance</b>	<b>Next review date</b>	<b>14/06/15</b>



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# National Occupational Standard



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## Overview

This unit is about carrying out quality checks

<b>Unit Code</b>	<b>RSC / N 5003</b>
<b>Unit Title (Task)</b>	<b>To carry out quality checks</b>
<b>Description</b>	This unit is about carrying out quality control activities
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Carrying out quality checks to identify problems</li> <li>• Take corrective actions</li> <li>• Reporting the results</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Inspection</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure that total range of checks are regularly and consistently performed</p> <p>PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required</p>
<b>Analysis</b>	<p>PC3. Identify non-conformities to quality assurance standards</p> <p>PC4. Identify potential causes of non-conformities to quality assurance standards</p> <p>PC5. Identify impact on final product due to non-conformance to company standards</p> <p>PC6. Evaluating the need for action to ensure that problems do not recur</p> <p>PC7. Suggest corrective action to address problem</p> <p>PC8. Review effectiveness of corrective action</p>
<b>Reporting</b>	<p>PC9. Interpret the results of the quality check correctly</p> <p>PC10. Take up results of the findings with QC in charge/appropriate authority.</p> <p>PC11. Take up the results of the findings within stipulated time</p> <p>PC12. Record of results of action taken</p> <p>PC13. Record adjustments not covered by established procedures for future reference</p> <p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of quality control procedures</p> <p>KB2. Relevance and importance of activities and how they contribute to the</p>

**To Carry Out Quality Checks**

	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<b>Reading and Understanding Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>	

	<b>Integrity</b>
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	<b>Motivation</b>
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one’s own work assignment SA17. Take initiative to enhance/learn skills in ones’s area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	<b>Reliability</b>
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

## NOS Version Control

<b>NOS Code</b>	<b>RSC / N 5003</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Tyre</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Tyre Servicing / Maintainance</b>	<b>Next review date</b>	<b>14/06/15</b>



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# National Occupational Standard



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## Overview

This unit is about problem identification and escalation

**To Carry Out Problem Identification And Escalation**

<b>Unit Code</b>	<b>RSC / N 5004</b>
<b>Unit Title (Task)</b>	<b>To carry out problem identification and escalation</b>
<b>Description</b>	This unit is about problem identification and escalation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Identify problems across: <ul style="list-style-type: none"> <li>- Raw materials</li> <li>- Compounds</li> <li>- Product</li> <li>- Equipment</li> <li>- Others</li> </ul> </li> <li>• Identify solutions to problems</li> <li>• Take corrective action</li> <li>• Escalation of unresolved identified problems</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Problem Identification</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems  PC2. Identify any wrong practices that may lead to problems  PC3. Identify practices that may impact the final product quality  PC4. Identify if the problem has occurred before  PC5. Identify other operations that might be impacted by the problem  PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
<b>Necessary Action</b>	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)</p> <p>PC8. Consider possible reasons for identification of problems  PC9. Consider applicable corrections and formulate corrective action  PC10. Formulate action in a timely manner  PC11. Communicate problem/remedial action to appropriate parties  PC12. Take corrective action in a timely manner  PC13. Take corrective action for problems identified according to the company procedures  PC14. Report/document problem and corrective action in an appropriate manner  PC15. Monitor corrective action</p>

**To Carry Out Problem Identification And Escalation**

	<p>PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
<p><b>Problem Escalation</b></p>	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories( if applicable)</p> <p>KB3. The impact of operations on the user and equipment( if applicable)</p> <p>KB4. The impact of operations on the final product ( if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic</p>



**To Carry Out Problem Identification And Escalation**

	<p>mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p><b>Reading and Understanding Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p><b>Integrity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>

## NOS Version Control

<b>NOS Code</b>	<b>RSC / N 5004</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Tyre</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Tyre Servicing / Maintainance</b>	<b>Next review date</b>	<b>14/06/15</b>

