

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- Rubber Product Assembler

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: 1.Tyre 2. Non-tyre

OCCUPATION: Storage & Warehousing

REFERENCE ID: RSC/ Q 1604

ALIGNED TO: NCO-2004/NIL

Brief Job Description: A Rubber Product Assembler is responsible to assemble tyre, tube, flap and other rubber products with end fittings to make it ready for shipment to customers.

Personal Attributes: This job requires the individual to be focused and disciplined. He should have good co-ordination and organizational skills. He should be attentive and demonstrate good product management skills. He should be very active and disciplined. He should be able to handle multiple products effectively.

Job Details	Qualifications Pack Code	RSC/ Q 1604		
	Job Role	Rubber Product Assembler		
	Credits(NSQF)	3	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Tyre and Non- tyre	Last reviewed on	02/12/14
	Occupation	Storage & warehousing	Next review date	02/12/15

Job Role	Rubber Product Assembler
Role Description	A Rubber Product Assembler is responsible to assemble tyre, tube, flap and other rubber products with end fittings to make it ready for shipment to customers.
NSQF level	3
Minimum Educational Qualifications*	Class X/ITI
Maximum Educational Qualifications*	ITI/Graduate in science
Training (Suggested but not mandatory)	Assembling of rubber products
Experience	Worked as a semi-skilled worker in the same role for 6-12 months
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. RSC/ N 1607 (Prepare tools and collect products for Assembling) 2. RSC/ N 1608 (Carry out assembling of rubber products) 3. RSC/ N 5001 (To carry out housekeeping) 4. RSC/ N 5002 (To carry out reporting and documentation) 5. RSC/ N 5003 (To carry out quality checks) 6. RSC/ N 5004 (To carry out problem identification and escalation) Optional: <ol style="list-style-type: none"> 7. NA
Performance Criteria	As described in the relevant OS units

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.

National Occupational Standard



Overview

This unit is about preparing tools and collecting products for assembling.

Prepare tools and collect products for assembling

National Occupational Standard

Unit Code	RSC / N 1607
Unit Title (Task)	Prepare tools and collect products for assembling
Description	This unit is about preparing tools and collecting products for assembling.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in the work area • Prepare tools and equipments for assembling • Collect the products for assembling • Inspect the product carefully for any defect
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Equipment Readiness	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Ensure that the assembling tools and equipments are clean and ready to use</p>
Material Readiness	<p>PC2. Inspect the products carefully for any defect</p> <p>PC3. Check that OK stamp or release tags are available on the products meant for assembling</p> <p>PC4. Ensure the availability of products to be assembled as per the schedule</p> <p>PC5. Ensure availability of chemical/powder for lubrication</p>
Health & Safety	<p>PC6. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC7. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Assembling procedure and its importance</p> <p>KA2. Organisational Coding system of products</p> <p>KA3. Quality and damage checks to be done and importance of the same</p> <p>KA4. Importance of identifying non-conforming products and storage of the same</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Escalation matrix for reporting identified issues</p> <p>KA7. Types of documentation in organization and importance of the same</p>

Prepare tools and collect products for assembling

	<p>KA8. Records to be maintained and implications of non-maintenance of the same</p> <p>KA9. Importance of housekeeping and good shop floor practices</p> <p>KA10. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA11. Personal protection (Which protective gear to be used and how)</p> <p>KA12. Impact of poor practices on health, safety and environment</p> <p>KA13. Importance of FIFO</p> <p>KA14. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA15. Handover/ Takeover the equipment/ work area as per company's SOP</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Proper assembling procedures and techniques</p> <p>KB2. Proper follow up on sequence of assembling</p> <p>KB3. Proper handling and maintenance of assembling tools and equipments</p> <p>KB4. Classification of products as per requirement</p> <p>KB5. Importance of accurate counting of products</p> <p>KB6. Assembling different components of rubber products</p> <p>KB7. Effect of improper assembling on performance of final product</p> <p>KB8. Well versed with the dimensions of various rubber products to be assembled</p> <p>KB9. Functions of assembled rubber products</p> <p>KB10. Proper handling of rubber products</p> <p>KB11. Implications of delays in assembling of products.</p> <p>KB12. Cleanliness and safety requirements for assembling.</p> <p>KB13. Units of measurement</p> <p>KB14. Organization of assembled items in proper way</p> <p>KB15. Working knowledge of defects on products to be assembled</p> <p>KB16. Knowledge of appropriate batch sizes with respect to requirement.</p> <p>KB17. Knowledge of matching sizes for products to be assembled</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences, prepare tags and express ideas through written communication</p> <p>SA2. Fill up appropriate forms and activity logs in required format of the company</p> <p>SA3. Perform basic mathematical operations and maintain records in given format</p> <p>Reading and Understanding Skills</p>

Prepare tools and collect products for assembling

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB2. Read images, graphs, diagrams</p> <p>SB3. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA2. Understand instructional language of the organization</p> <p>SA3. Respond appropriately to any queries</p> <p>SA4. Communicate with supervisor</p> <p>SA5. Communicate with component provider</p> <p>SA6. Communicate with other job owners like helpers etc for moving the material and organizing them in the allotted space</p> <p>SA7. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Practice honesty with respect to company property and time</p> <p>SB2. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB3. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Take responsibility for completing one's own work assignment</p> <p>SB5. Take initiative to enhance/learn skills in one's area of work</p> <p>SB6. 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>SB7. Is open to new ways of doing things</p> <p>SB8. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Avoid absenteeism</p> <p>SB10. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>

Prepare tools and collect products for assembling

	SB11. Work in disciplined lab environment SB12. Be punctual
B. Professional Skills	Material and Equipment Handling
	The user/individual on the job needs to know and understand how to: SB1. Handle assembling tools and equipments SB2. Handle rubber products
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Carry out assembling of rubber products effectively SB5. Identify problems in assembling operations and resolve it at the earliest SB6. Suggest improvements(if any) in process/product based on experience



NOS Version Control

NOS Code	RSC / N 1607		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	02/12/14
Occupation	Storage & warehousing	Next review date	02/12/15



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National Occupational Standard



Overview

This unit is about carrying out assembling of rubber products.

Unit Code	RSC / N 1608
Unit Title (Task)	Carry out assembling of rubber products
Description	This unit is about carrying out assembling of rubber products.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in the work area • Assembling of rubber products sequentially as directed in SOP • Record Keeping • Report any problem/issue/defect to concerned authority
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operation	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Carry out assembling of products as per the guidelines</p> <p>PC2. Use tools and equipments appropriately for assembling products</p> <p>PC3. Inspect assembled product for any visual defect</p> <p>PC4. Organize for transporting the assembled product to the designated area</p> <p>PC5. Record the quantity of the components received for assembling</p> <p>PC6. Record the quantity of the assembled product sent to the storage area</p> <p>PC7. Record the products rejected due some defect.</p> <p>PC8. Achieve the target for assembling per shift efficiently</p> <p>PC9. Assembled product stacking is important to avoid any deterioration hence stacking height should be as per SOP for particular assembled product</p> <p>PC10. Report any defect in the product received for assembling to the concerned person</p> <p>PC11. Report any problems faced while assembling the components</p>
Health & Safety	<p>PC1. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC2. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Material Disposal	PC 1. Carry out disposal of waste material safely as per SOP

Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Assembling procedure and its importance. KA2. Organisational Coding system of products KA3. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA4. Quality and damage checks to be done and importance of the same KA5. Importance of identifying non-conforming products and storage of the same KA6. Risk and impact of not following defined procedures/work instructions KA7. Escalation matrix for reporting identified issues KA8. Types of documentation in organization and importance of the same KA9. Records to be maintained and implications of non-maintenance of the same KA10. Importance of housekeeping and good shop floor practices KA11. Health, Safety and Environment guidelines, legislation and regulations as applicable KA12. Personal protection (Which protective gear to be used and how) KA13. Impact of poor practices on health, safety and environment KA14. Impact of various practices on cost, quality, productivity, delivery and safety KA15. Handover/ Takeover the equipment/ work area as per company's SOP
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Proper handling and maintenance of assembled product KB2. Usage of different assembling tools and equipments as per the product requirement KB3. Proper handling of rubber products KB4. Implications of improper assembling KB5. Implications of delays in the assembling of product. KB6. Cleanliness and safety requirements for assembling KB7. Units of measurement. KB8. Knowledge of appropriate batch sizes with respect to requirement. KB9. Importance of record maintenance KB10. Implications of inappropriate waste disposal.
Skills (S)	
C. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Construct simple sentences, prepare tags and express ideas through written communication SA2. Fill up appropriate forms and activity logs in required format of the company SA3. Perform basic mathematical operations and maintain records in given format

Carry out assembling of rubber products

	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB5. Read images, graphs, diagrams</p> <p>SB6. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA2. Understand instructional language of the organization</p> <p>SA3. Respond appropriately to any queries</p> <p>SA4. Communicate with supervisor</p> <p>SA5. Communicate with upstream and downstream teams</p> <p>SA6. Work in a team and other behavioral skills required to support the small group activities</p>
	Integrity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Practice honesty with respect to company property and time</p> <p>SB14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Take responsibility for completing one's own work assignment</p> <p>SB17. Take initiative to enhance/learn skills in one's area of work</p> <p>SB18. 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>SB19. Is open to new ways of doing things</p> <p>SB20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	Reliability
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB21. Avoid absenteeism</p> <p>SB22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB23. Work in disciplined lab environment</p>	

Carry out assembling of rubber products

	SB24. Be punctual
D. Professional Skills	Material and Equipment Handling
	The user/individual on the job needs to know and understand how to: SB1. Handle assembling tools SB2. Handle assembled products SB3. Handle defective products
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Carry out assembling of different products efficiently SB5. Identify problems in assembling operations and resolve it at the earliest SB6. Suggest improvements(if any) in process/product based on experience



NOS Version Control

NOS Code	RSC / N 1608		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	02/12/14
Occupation	Storage & Warehousing	Next review date	02/12/15



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National Occupational Standard



Overview

This unit is about carrying out housekeeping

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<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>
Operations	<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>
Post housekeeping activities	<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>

Carry Out Housekeeping Activities

	<p>PC17. Maintain and store housekeeping equipment and supplies</p> <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>General</p>	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
<p>Knowledge and Understanding (K)</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)	
A. Core Skills/ Generic Skills	Writing Skills
	<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>
	Reading and Understanding Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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>
	Integrity
	<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>
	Motivation
	<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>

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.
	Reliability
	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 Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
Occupation	Storage & warehousing	Next review date	14/06/15



National Occupational Standard



Overview

This unit is about reporting and documentation

To Carry Out Reporting And Documentation

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	<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>
Recording and Documentation	<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>
Information Security	<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>
Knowledge and Understanding (K)	
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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>
	Reading and Understanding Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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>
	Integrity
<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

	Motivation
	<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>
	Reliability
	<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

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
Occupation	Storage & warehousing	Next review date	14/06/15



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National Occupational Standard



Overview

This unit is about carrying out quality checks

Unit Code	RSC / N 5003
Unit Title (Task)	To carry out quality checks
Description	This unit is about carrying out quality control activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Carrying out quality checks to identify problems • Take corrective actions • Reporting the results
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Inspection	<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>
Analysis	<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>
Reporting	<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>
Knowledge and Understanding (K)	
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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>
	Reading and Understanding Skills
	<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>
Oral Communication (Listening and Speaking skills)	
<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>	

	Integrity
	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
	Motivation
	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.
	Reliability
	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

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National Occupational Standard



Overview

This unit is about problem identification and escalation

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify problems across: <ul style="list-style-type: none"> - Raw materials - Compounds - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems</p> <p>PC2. Identify any wrong practices that may lead to problems</p> <p>PC3. Identify practices that may impact the final product quality</p> <p>PC4. Identify if the problem has occurred before</p> <p>PC5. Identify other operations that might be impacted by the problem</p> <p>PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<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</p> <p>PC9. Consider applicable corrections and formulate corrective action</p> <p>PC10. Formulate action in a timely manner</p> <p>PC11. Communicate problem/remedial action to appropriate parties</p> <p>PC12. Take corrective action in a timely manner</p> <p>PC13. Take corrective action for problems identified according to the company procedures</p> <p>PC14. Report/document problem and corrective action in an appropriate manner</p> <p>PC15. Monitor corrective action</p> <p>PC16. Evaluate implementation of corrective action taken to determine if the</p>

	<p>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>
Problem Escalation	<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>
Knowledge and Understanding (K)	
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	<p style="text-align: center;">Writing Skills</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 mathematical principles, such as numbers and space, and techniques such as</p>

To Carry Out Problem Identification And Escalation

	<p>estimation and approximation, for practical purposes</p>
	<p>Reading and Understanding Skills</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>Oral Communication (Listening and Speaking skills)</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>Integrity</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>Motivation</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>Reliability</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>

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