QUALIFICATIONS PACK- OCCUPATIONAL STANDARDS FOR PLASTICS INDUSTRY

Contents

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- Testing & Quality Control for Plastic Materials & Products –Supervisor

SECTOR: RUBBER

SUB SECTOR: PLASTICS PROCESSING

OCCUPATION: TESTING AND QUALITY CONTROL

REFERENCE ID: RSC/Q5002 CPC/Q8104)

ALIGNED TO:

Brief Job Description:
A Lab Supervisor is responsible to ensure all incoming samples of raw material, master batches , final batches, compounds and plastic semi-finished and finished product are tested as per the laid down procedures in a timely manner and give appropriate decision/report for its suitability for usage / holding up for Managers' decision.

Personal Attributes:
This job requires the individual to work independently and with integrity. He should be a quick learner and must have good technical and interpersonal skills. He must be able to interpret findings in a cohesive manner. He should work carefully with chemicals and compound which requires special handling and safe environment in the testing area.

Job Details

Qualifications Pack Code	**RSC/Q5002 (CPC/Q 8104)**		
Job Role	**Testing & Quality Control for Plastic Materials & Products – Supervisor**		
Credits (NSQF)	**48**	**Version number**	**1.0**
Sector	**Rubber**	**Drafted on**	**18/05/2016**
Sub Sector	**Plastics Processing**	**Last reviewed on**	**26/12/2016**
Occupation	**Testing & Quality Control**	**Next review date**	**31/12/2021**
NSQC Clearance on	**21/07/2016**		

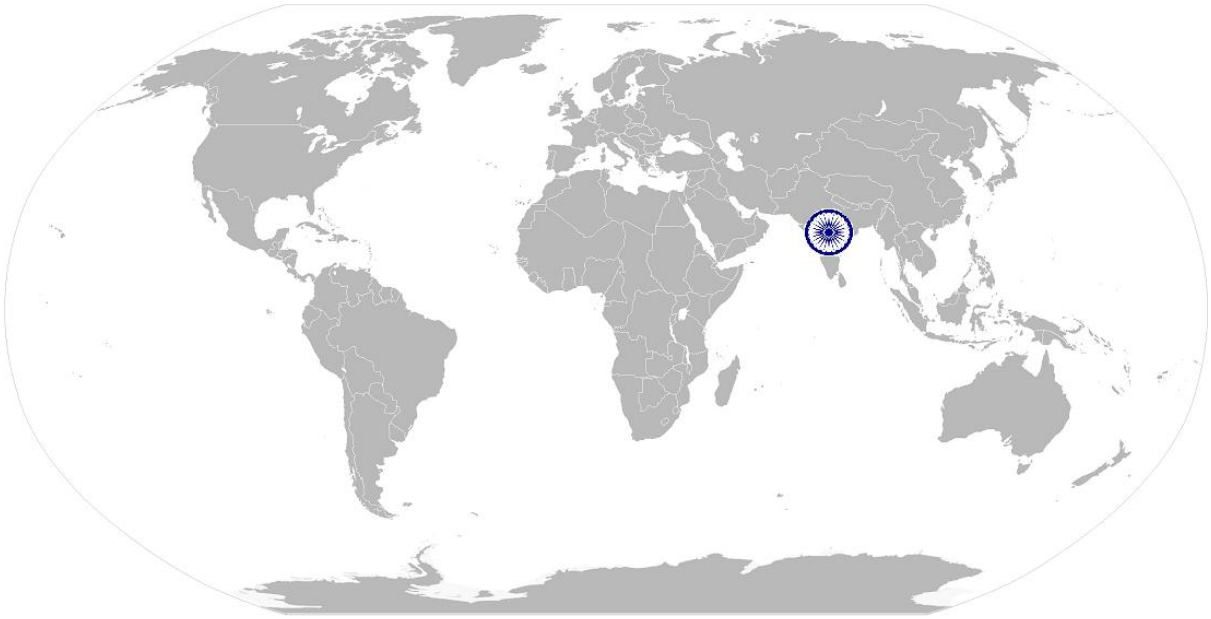
Job Role	**Testing & Quality Control for Plastic Materials & Products – Supervisor**
Role Description	A Supervisor is responsible to supervise the functioning of the quality control inspectors in their designated areas.
NSQF level	4
Minimum Educational Qualifications*	X Standard
Maximum Educational Qualifications*	
Training (Suggested but not mandatory)	No previous training required
Minimum Job Entry Age	18
Experience	Worked as QA technician/inspector for 2 years
Applicable National Occupational Standards (NOS)	1. RSC/N5006 (CPC/N8109): Supervise quality assurance at all the stages of production. 2. RSC/N5007 (CPC/N8110): Supervise the lab testing operations. 3. RSC/N5008 (CPC/N8111): Conduct post-testing supervisory operation. 4. RSC/N5009 (CPC/N8108): To carry out problem identification and escalation. 5. RSC/N5004 (CPC/N8104) To carry out Reporting and documentation.
Performance Criteria	As described in the relevant OS units

Definitions

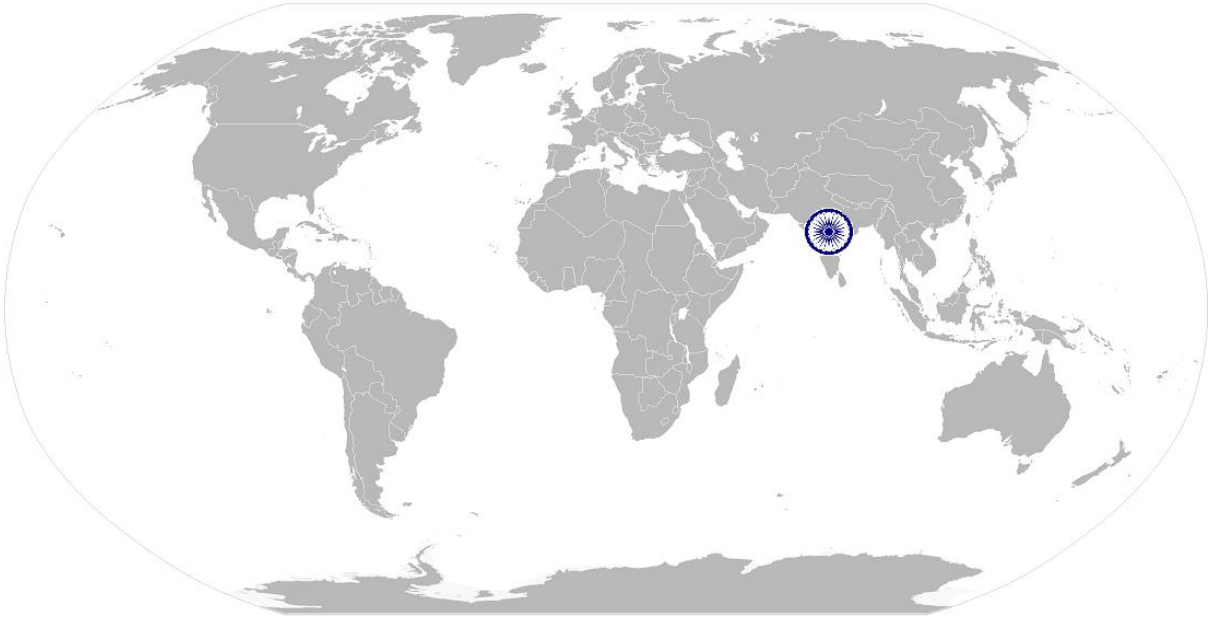
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.
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.
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.
Occupational Standards (OS)	OS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.

Acronyms

Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a OS unit, which can be denoted with an '**N**'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	**Description**
OS	Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack



National Occupational Standards



Overview

This unit is about supervising quality assurance of plastic products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.

National Occupational Standards

Unit Code	RSC/N5006 (CPC/N8109)
Unit Title (Task)	**Supervise quality assurance at all the stages of production**
Description	This unit is about supervising quality assurance of plastic products w.r.t materials procured, compounded, manufactured, inspected, packed and tested
Scope	This unit/task covers the following: • Ensure housekeeping and safety in the working area • Ensure that adequate trained QA inspectors are available • Ensure that QA standards are available in writing • Ensure that QA inspectors uses the standard certified tools • Ensure QA system compliance • Check QA analysis, interpretation, judgment and reports • Record Keeping
Performance criteria (PC) w.r.t. the Scope	
Element	**Performance criteria**
Equipment readiness	To be competent, the user/individual on the job must be able to : PC1. Ensure the setup of appropriate equipment/apparatus to be used for testing correctly as per ISO or any other International Standard and SOP PC2. Ensure that QA inspectors uses the standard certified tools such as needle and surface Pyrometer, Noncontact pyrometer, measuring tape and protractor for checking PC3. Ensure that all the test equipment's are duly calibrated and are operational PC4. Identify defective equipment/apparatus and take action as per SOP PC5. Ensure that maintenance schedule of the equipment's is compiled well
Manpower Readiness	PC5. Ensure that the QA inspectors are available to cover the shift PC6. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc. PC7. Delegate the task and inform the team members well in time about the QA requirements PC8. Train the manpower for handling QA issues
Quality Assurance	PC9. Ensure QA inspectors conducts required mandatory process checks at each of his assigned unit/area PC10. Ensure QA checks the compliance of specification by the operators at their assigned areas PC11. Ensure that QA inspectors fills up the audit sheets in their allotted area of inspection PC12. Ensure that any violation of the specified conditions are reported to area supervisor and the product produced in that unit held up for Technical departments disposition PC13. Ensure that QA inspectors records the details of the checks made

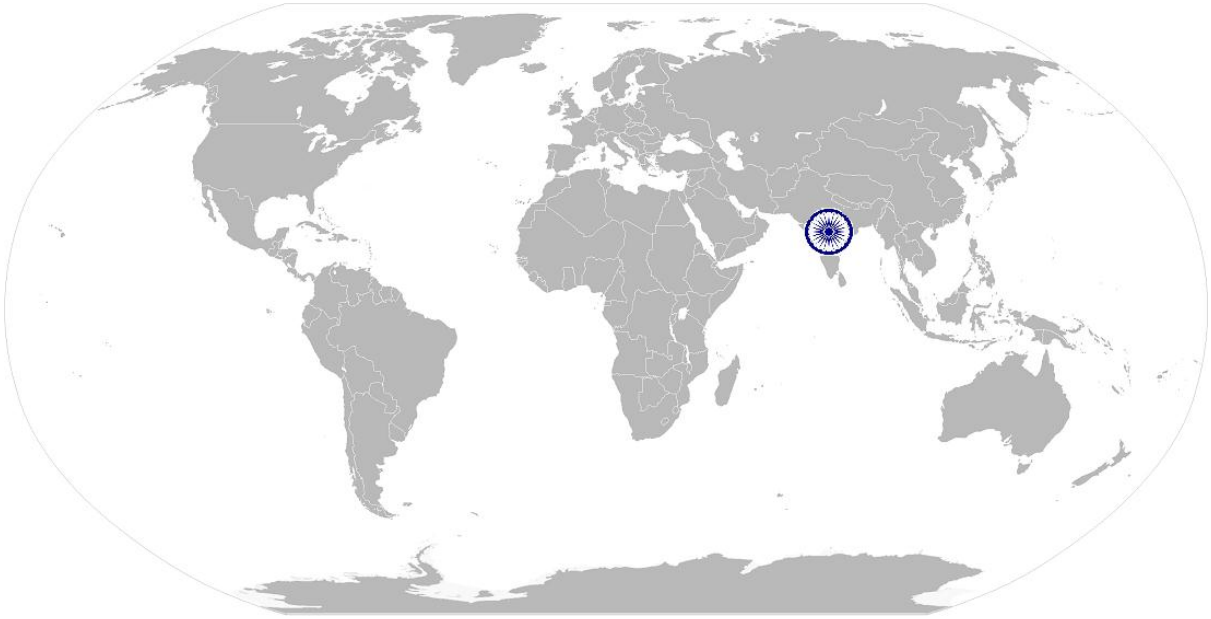
	indicating the process detail , date , time, batch number, temperature, pressure readings as per the guidelines issued by technical on the process being checked PC14. Ensure QA system compliance PC15. Ensure strict compliance on technical specification and prevents off specification process is stopped till corrections are made PC16. Ensure that the product made during the wrong/incorrect process conditions are held up for technical department's disposition PC17. Follow up on QA violations with production supervision
Recording and Reporting	PC18. Record and maintain data as per company standards (SOP) PC19. Prepare a summary sheet of the shift performance of the QA inspectors under his supervision and indicates the assistance provided to QA inspectors and production management in resolving any issues affecting production PC20. Ensure that reports/records are accurate and clear PC21. Take up the results of the findings with supplier/appropriate authority. PC22. Inform concerned persons for rectifications, if needed in specified time limit
Health & Safety	PC23. Handle the equipment's and products properly PC24. Conduct the quality checks wearing the appropriate attire and safety gears PC25. Precaution for dust / chemical inhaling and handling PC26. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Company's quality policies and acceptance standards for raw materials, processed and final product. KA2. Organizational Coding system of raw material, compounds and products KA3. Different quality management systems KA4. Principles of good quality assurance practices applicable in the workplace KA5. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA6. Importance of quality and damage checks KA7. Importance of identifying non-conforming products KA8. Risk and impact of not following defined procedures/work instructions KA9. Escalation matrix for reporting identified issues KA10. Types of documentation in organization and importance of the same KA11. The Records to be maintained and implications of non-maintenance of

	the same KA12. Company manual and from where to attain it KA13. Importance of housekeeping and good shop floor practices KA15. Personal protection (Which protective equipment to be used and how) KA16. Impact of poor practices on health, safety and environment KA17. Potential hazards and actions to minimize the same KA18. Escalation matrix and escalation procedure for reporting hazards. KA19. Impact of various practices on cost, quality, productivity, delivery and safety KA20. Handover/ Takeover the equipment/ work area as per company's SOP KA21. Effective human resource management
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB22. Knowledge of chemistry, physics, mathematics and statistical quality control/assurance procedures KB23. Knowledge on different standard reference material for quality control. KB24. Processes and equipment's in use for QA KB25. Critical items in process which can lead to bad product KB26. Relevant quality certifications such as ISO etc) KB27. Awareness of Shelf life procedures, both accelerated and real time ageing methods. KB28. Effect of wrong or incorrect process method being followed KB29. Effect of wrong product being booked on performance KB30. Different types of quality certification KB31. Role of different raw materials in compounding, processing/ product manufacturing and performance KB32. Use of Computer/application software KB33. Knowledge of plastic products manufacturing machine, testing, inspection, packing machines & its operations KB34. Knowledge of QA equipment and its handing KB35. Specifications of materials tested and its importance in the release system KB36. National/International standard quality test methods for different materials KB37. Implications (impact on internal/external customers) of defective products, materials or components. KB38. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents KB39. Methods and techniques involved in evaluating information KB40. Importance of proper record maintenance

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Express the ideas, lodge complaints and give suggestions through effective written communication SA2. Write simple letters, mails, etc SA3. Perform functional and advanced mathematical and statistical operations and techniques such as estimation and approximation, for practical purposes SA4. Prepare and fill up schedules SA5. Maintain records in specified format in books and using computers
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA6. 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 SA8. Understand quality standards and guidelines
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA9. Effectively communicate through presentations SA10. Express statements, opinions or information clearly so that others can hear and understand SA11. Respond appropriately to any queries SA12. Communicate with all production supervisors and managers SA13. Communicate with other scheduler in case a process was stopped or a product was held up SA14. Communicate effectively with QC inspectors SA15. Demonstrate and stop wrong processing to continue and wrong product to escape to next stage processing SA16. Work in a team and other behavioral skills required to support the small group activities SA17. Disclose information only to those who have the right and need to know it. SA18. Communicate confidential and sensitive information discretely to authorized person as per SOP
	Integrity
	The user/individual on the job needs to know and understand how to: SA19. Practice honesty with respect to company property and time SA20. Communicate with people in a form and manner and using language that is open and respectful SA21. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust

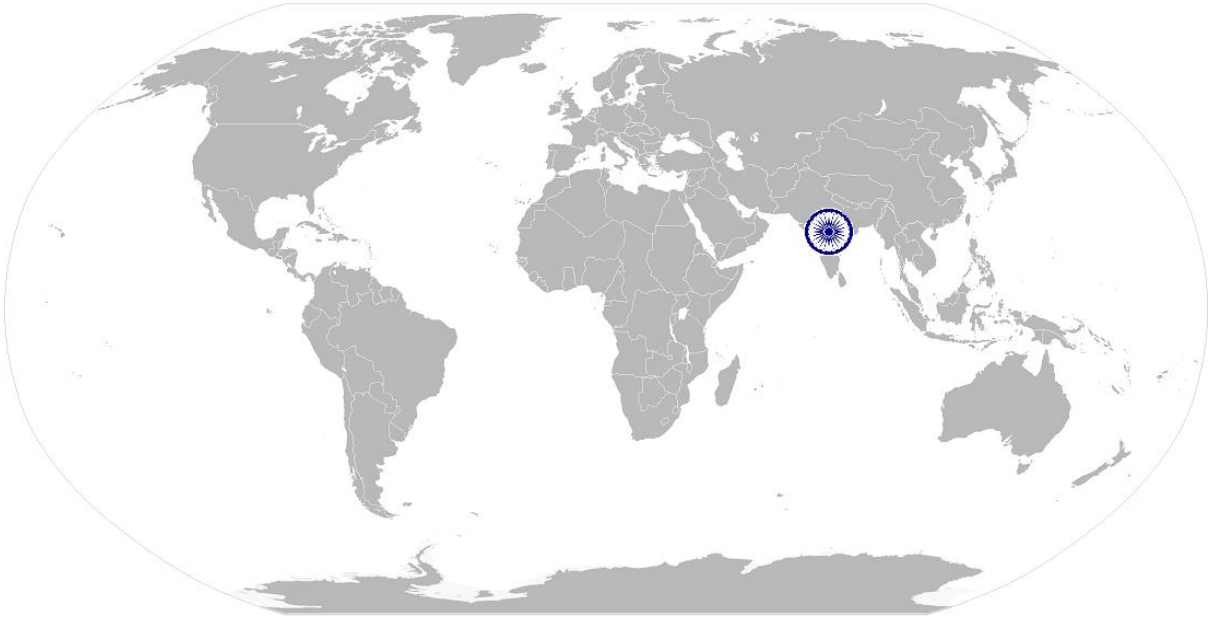
	Motivation
	The user/individual on the job needs to know and understand how to: SA22. Take responsibility for completing one's own work assignment SA23. Take initiative to enhance/learn skills in one's area of work SA24. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA25. Open to new ways of doing things SA26. 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: SA27. Avoid absenteeism SA28. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA29. Work in disciplined lab environment SA30. Be punctual
B. Professional Skills	**Material and Equipment Handling**
	The user/individual on the job needs to know and understand how to: SB1. Handle equipment/apparatus SB2. Handle plastic compound and products SB3. Complex sample components SB4. Perform computer operations SB5. Handle the coordination among team members SB6. Report team members issues to HR department that is beyond his control
	Subject Knowledge and Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Apply appropriate technique/method for various types of products to meet desired purpose SB8. Interpret data and analyse results SB9. Suggest improvements(if any) in process/product/materials based on results and experience
	Qualification centric
	SB10. Use the Application of advance sciences and mathematics SB11. Use the Application of statistics SB12. Use of computer/ application software
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB20. Apply appropriate technique/method for various types of products to meet desired purpose SB21. Interpret data and analyse results SB22. Suggest improvements(if any) in process/product/materials based on experience

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB23. Handle equipment/plastic sheet SB6. seek clarification on problems from others SB24. Apply problem-solving approaches in different situations SB25. Refer anomalies to the line manager

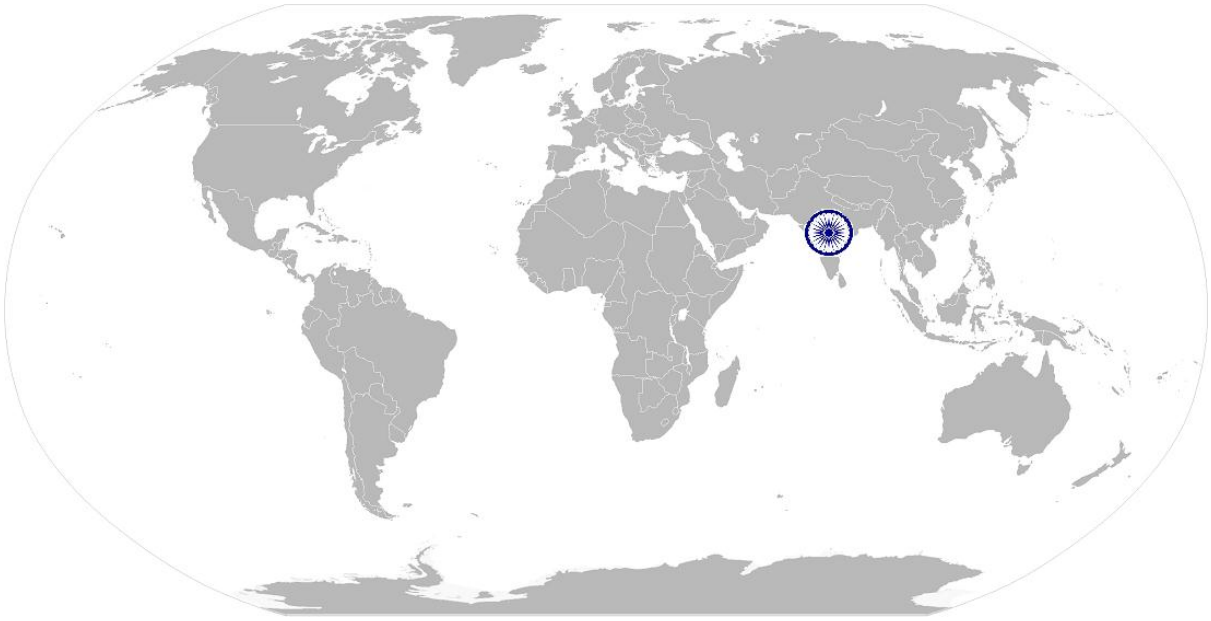


NOS Version Control

NOS Code	**RSC/N5006 (CPC/N8109)**		
Credits(NSQF)	**5.0**	**Version number**	
Sector	**Rubber**	**Drafted on**	**18/05/2016**
Sub Sector	**Plastics Processing**	**Last reviewed on**	**26/12/2016**
Occupation	**Testing & Quality Control**	**Next review date**	**31/12/2021**



National Occupational Standards



Overview

This unit is about supervising the lab testing carried out of all incoming samples in the laboratory from suppliers or from plastic processing during the manufacturing at different stages of production.

National Occupational Standards

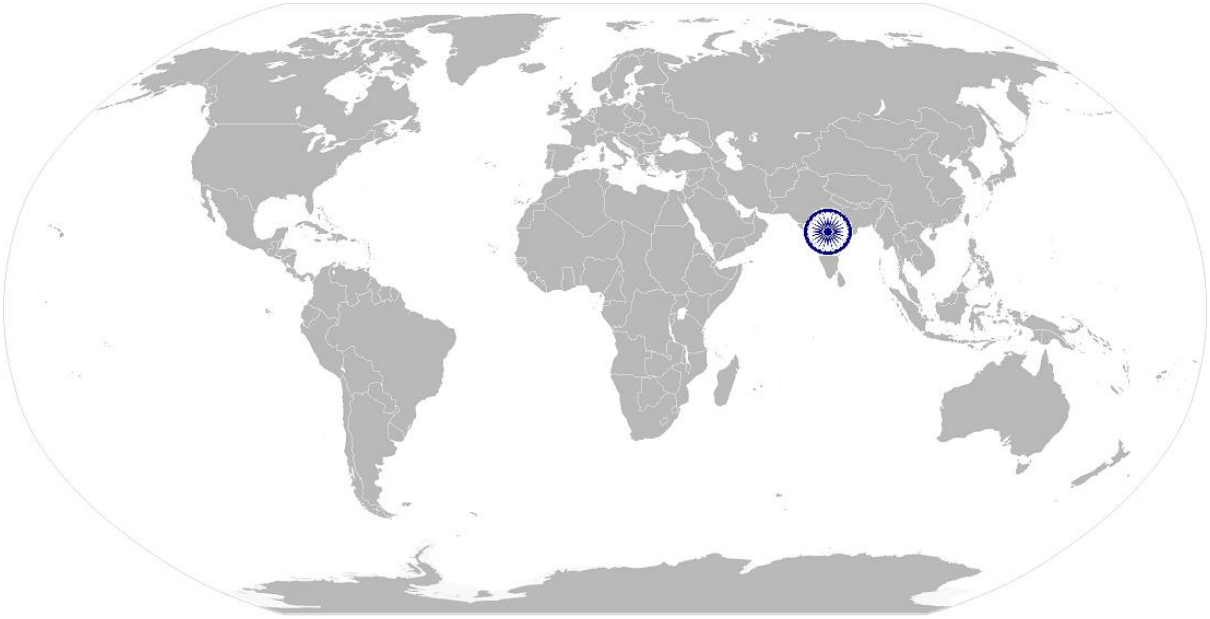
Unit Code	**RSC/N5007 (CPC/N8110)**
Unit Title (Task)	**Supervise the lab testing operations**
Description	This unit is about supervising the lab testing carried out of all incoming samples in the laboratory from suppliers or from the plastic processing during the manufacturing at Different stages of production.
Scope	This unit/task covers the following: • Ensure housekeeping and safety in laboratory. • Ensure that all tests are properly conducted
Performance criteria (PC) w.r.t. the Scope	
Element	**Performance criteria**
Sample Testing	The individual on the job should be able to: PC1. Ensure that test procedures for each testing requirement are available in writing –applicable current revisions must be available PC2. Carry out tests ASTM or as per company SOP: PC3. Ensure that test methods confirms to the required quality and accuracy of testing. PC4. Ensure that the approved materials confirm to the specifications and standard PC5. Ensure that Gage studies are conducted regularly to ensure repeatability and reproducibility of test and person conducting the test PC6. Return the sample to the source if the testing is complete and the results discussed and NO more testing is required PC7. Ensure NO short cuts are employed while testing and the testing and test results reported are true with NO manipulations
Health & Safety	PC8. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes). PC9. Arrange for hospitalization in case of accident PC10. Manage first aid, general medication etc. of the team members PC11. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department PC12. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards. PC13. Ensure that have shower and eye washing equipment in case any chemical burnt /other mishaps
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the	The user/individual on the job needs to know and understand: KA1. Implications of poorly prepared lab equipment's. KA2. Company's quality policies and acceptance standards for raw materials, processed and final product.

company / organization and its processes)	KA3. Organizational Coding system of raw material, compounds and products KA4. Different quality management systems KA5.Principles of good laboratory practices (ISO/IEC 17025) applicable in the workplace KA6. Importance of identifying non-conforming samples. KA7. Risk and impact of not following defined procedures/work instructions. KA8. Escalation matrix for reporting identified problems. KA9. Types of documentation in organization and importance of the same. KA10. Records to be maintained and the implications of their non-maintenance. KA11. Importance of housekeeping activities. KA12. Health, safety and environment guidelines, legislation and regulations as applicable. KA14. Personal and Personnel protection (which protective equipment to be used and how). KA15. Impact of poor practices on health, safety and environment. KA16. Potential hazards and actions to minimize them. KA17. The escalation matrix and procedures for reporting hazards. KA18. Impact of various practices on cost, quality, productivity, delivery and safety. KA19. Importance of optimal utilization of material, equipment and manpower.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. All testing method and its relevance to plant production process and the product performance KB2. Effect of wrong or incorrect testing on plant process or product performance KB3. Various testing requirements and their procedures - latest revisions of spec/procedures /customer specific requests KB4. Trouble shooting the faulty or mal functioning equipment's/instruments KB5. The importance of accessing the external sources from where to get the faulty instruments handled at the earliest KB6. Quality certification standards such as ISO etc. KB7. Testing equipment's and related test methods and purpose of tests KB8. The Calibration requirements for test equipment KB9. The Procedures for storing samples KB10. The Specifications of materials tested and its importance in the release system KB11. National/International standard test methods for different materials KB12. Standard method of drawing samples and preparing them for testing KB13. How to assess whether a sample is suitable for testing KB14. Methods/techniques used for labeling samples KB15. Procedure (SOP) to be followed in case the sample is unfit for test KB16. The methods that can be used for controlling test variables KB17. Implications (impact on internal/external customers) of defective products, materials or components. KB18. The Material Safety Data Sheets (MSDS) for all the raw materials and the materials used for the experiments that one is conducting. Procedures for

	storing and retention period for samples KB19. Factors that adversely affect integrity of the sample KB20. Statistical analysis of test data KB21. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents KB22. Methods and techniques involved in evaluating information KB23. Use of Computer/application software – Use password as per Company SOP under information leaking problem KB24. Units of measurement KB25. Response to emergencies e.g. Power failures, fire and system failures and manual intervention to avoid disaster
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Express the ideas, lodge complaints and give suggestions through effective written communication. SA2. Fill up appropriate activity logs in required format of the company SA3. Write simple letters, mails, etc. SA4. Perform functional and advanced mathematical and statistical operations and techniques such as estimation and approximation, for practical purposes SA5. Prepare and fill up schedules SA6. Write test reports SA7. Maintain records in specified format in books and using computers
	Reading Skills The user/individual on the job needs to know and understand how to: SA8. Read and understand manuals, health and safety instructions, memos, reports, job cards etc. SA9. Read images, graphs, diagrams SA10. The various coding systems as per company norms SA11. Procedural guidelines SA12. Interpret and understand lab testing reports
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA13. Express statements, opinions or information clearly so that others can hear and understand SA14. Respond appropriately to any queries SA15. Communicate with all sources from where the lab receives the samples SA16. Communicate with other scheduler in case samples related to production operation fails SA17. Communication with his/her manager SA18. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities. SA19. Disclose information only to those who have the right and need to know it.

	SA20. Communicate confidential and sensitive information discretely to authorized person as per SOP
	Integrity
	The user/individual on the job needs to know and understand how to: SA21. Practice honesty with respect to company property and time SA22. Communicate with people in a form and manner and using language that is open and respectful SA23. 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: SA24. Take responsibility for completing one's own work assignment and the work under supervision SA25. Take initiative to enhance/learn skills in one's area of work SA26. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA27. Open to new ways of doing things SA28. 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: SA29. Avoid absenteeism SA30. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA31. Work in disciplined factory environment SA32. Be punctual
B. Professional Skills	**Material, Equipment and Manpower Handling**
	The user/individual on the job needs to know and understand how to: SB1. Handle lab equipment/apparatus SB2. Handle chemicals and laboratory reagents SB3. Handle plastic products SB4. Complex sample components SB5. Perform computer operations SB6. Record test results in the assigned format and taking permissible decisions on acceptance /rejection of samples SB7. 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. SB8. Handle the coordination among team members SB9. Report team members issues to HR department that is beyond his control
	Subject Knowledge and Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Apply the knowledge of physics, chemistry, mathematics and statistics SB16. Apply the The knowledge of GMPs, SOPs and quality standards SB17. Diagnose common problems in the samples and equipment's based on

	visual inspection and quality checks SB18. Suggest improvements(if any) in process based on experience SB19. Manage time and human resource effectively SA63. demonstrate testing ability for training /Emergency

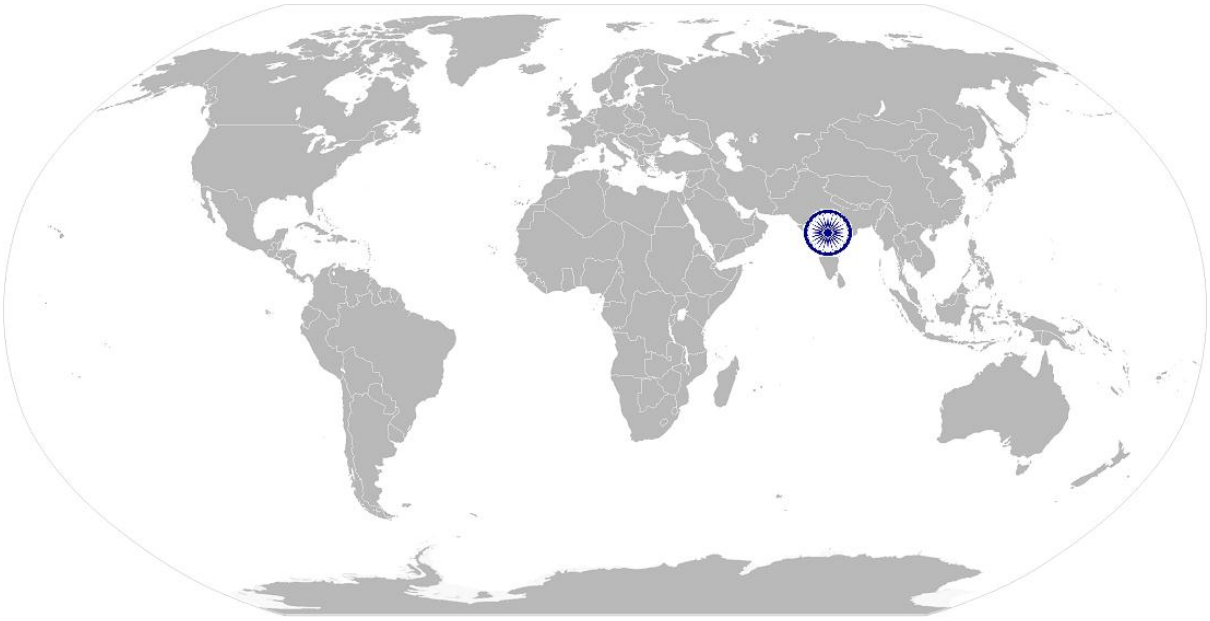


NOS Version Control

NOS Code	**RSC/N5007 (CPC/N8110)**		
Credits(NSQF)	**19.0**	**Version number**	**1.0**
Sector	**Rubber**	**Drafted on**	**18/05/2016**
Sub Sector	**Plastics Processing**	**Last reviewed on**	**26/12/2016**
Occupation	**Testing & Quality Control**	**Next review date**	**31/12/2021**

RSC/N5008 (CPC/N8111) Conduct Post-testing Supervisory Operations

National Occupational Standards



Overview

This unit is about supervising operations which are carried out after the lab testing.

RSC/N5008 (CPC/N8111) Conduct Post-testing Supervisory Operations

National Occupational Standards

Unit Code	**RSC/N5008 (CPC/N8111)**
Unit Title (Task)	**Conduct post-testing supervisory operation**
Description	This unit is about supervising operations which are carried out after the lab testing
Scope	This unit/task covers the following: • Ensure housekeeping and safety in laboratory. • Ensure proper recording of test results ,issuing reports, holding /release of tested • Reference sample and communicating the decision • Arranging to dispose of the tested left over samples as per SOP
Performance criteria (PC) w.r.t. the Scope	
Element	**Performance criteria**
Record Maintenance and Reporting	The individual on the job should be able to: PC1. Ensure all test results are properly recorded in the forms/formats/log books/computers PC2. Report test results in the same units as requested or as decided by plant technical PC3. Keep that all raw material/compound /cement /component tested if found OK then communicate that it can be released for further processing through proper follow up on release procedure. PC4. Conform In case the results are off, ensure prompt communication, material held up and quarantined and the LAB manager informed for further actions PC5. Make the Paper /computer documents must be complete and traceable in all respect
Health & Safety	PC7. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes). PC8. Arrange for hospitalization in case of accident PC9. Manage first aid, general medication etc. of the team members PC10. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards. PC12. Ensure that have shower and eye washing equipment in case any chemical burnt /other mishaps
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization	The user/individual on the job needs to know and understand: KA1. Implications of poorly prepared lab equipment's. KA2. Company's quality policies and acceptance standards for raw materials, processed and final product. KA3. Organizational Coding system of raw material, compounds and products KA4. Different quality management systems

RSC/N5008 (CPC/N8111) Conduct Post-testing Supervisory Operations

and its processes)	a. Principles of good laboratory practices (ISO/IEC 17025) applicable in the workplace KA5. Importance of identifying non-conforming samples. KA6. Risk and impact of not following defined procedures/work instructions. KA7. Escalation matrix for reporting identified problems. KA8. Types of documentation in organization and importance of the same. KA9. Records to be maintained and the implications of their non-maintenance. KA10. Importance of housekeeping activities. KA11. Health, safety and environment guidelines, legislation and regulations as applicable. KA12. Personal and Personnel protection (which protective equipment to be used and how). KA13. Impact of poor practices on health, safety and environment. KA14. Potential hazards and actions to minimize them. KA15. The escalation matrix and procedures for reporting hazards. KA16. Impact of various practices on cost, quality, productivity, delivery and safety. KA17. Importance of optimal utilization of material, equipment and manpower.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. National/International standard test methods for different materials KB2. The Material Safety Data Sheets (MSDS) for all the materials used for the experiments that one is conducting. KB3. Procedures for storing and retention period for samples KB4. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents KB5. Methods and techniques involved in evaluating information KB6. Use of Computer/application software – Use password as per Company SOP under information leaking problem KB7. Importance of instrument calibration and certification by the equipment servicing agents KB8. Importance of record maintenance KB9. Importance of timely delivery of test reports KB10. Effective communication at different levels KB11. Knowledge of traceability KB12. Record maintenance for the period as directed by plant technical
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Express the ideas, lodge complaints and give suggestions through effective written communication. SA2. Fill up appropriate activity logs in required format of the company SA3. Write simple letters, mails, etc. SA4. Perform functional and advanced mathematical and statistical operations and techniques such as estimation and approximation, for practical purposes

RSC/N5008 (CPC/N8111) Conduct Post-testing Supervisory Operations

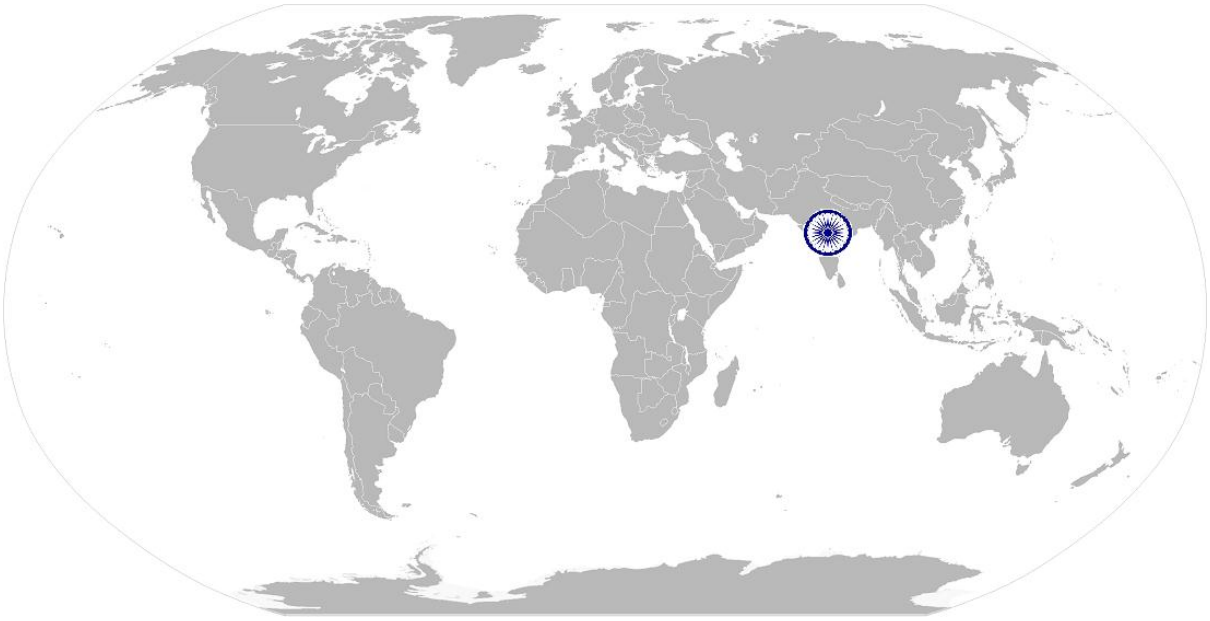
	SA5. Prepare and fill up schedules SA6. Write test reports SA7. Maintain records in specified format in books and using computers
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA8. Read and understand manuals, health and safety instructions, memos, reports, job cards etc. SA9. Read images, graphs, diagrams SA10. Use various coding systems as per company norms SA11. Use procedural guidelines SA12. Interpret and understand lab testing reports
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA13. Express statements, opinions or information clearly so that others can hear and understand SA14. Respond appropriately to any queries SA15. Communicate with all sources from where the lab receives the samples SA16. Communicate with other scheduler in case samples related to production operation fails SA17. Communication with his/her manager SA18. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities. SA19. Disclose information only to those who have the right and need to know it. SA20. Communicate confidential and sensitive information discretely to authorized person as per SOP
	Integrity
	The user/individual on the job needs to know and understand how to: SA21. Practice honesty with respect to company property and time SA22. Communicate with people in a form and manner and using language that is open and respectful SA23. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SA24. Plan and organize the work order and jobs received from the supervisor SA25. Organize all process/ equipment manuals so that sorting/ accessing information is easy SA26. keep fixtures, tools, drawings, Work Instructions, SOP manuals as per the part number, colour codes etc as defined under the 5S systems
	Motivation
	The user/individual on the job needs to know and understand how to: SA27. Take responsibility for completing one's own work assignment and the work under supervision SA28. Take initiative to enhance/learn skills in one's area of work

RSC/N5008 (CPC/N8111) Conduct Post-testing Supervisory Operations

	SA29. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA30. open to new ways of doing things SA31. 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: SA32. Avoid absenteeism SA33. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA34. Work in disciplined factory environment SA35. Be punctual
B. Professional Skills	**Material, Equipment and Manpower Handling**
	The user/individual on the job needs to know and understand how to: SB1. Handle test reports SB2. Handle record books SB3. Perform computer operations 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. SB5. Managing pressure and adhering to strict testing guidelines/procedures for perfect testing SB6. Handling the coordination among team members SB7. Report team members issues to HR department that is beyond his control
	Subject Knowledge and Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Apply the knowledge of physics, chemistry, mathematics and statistics SB9. Apply the Knowledge of GMPs, SOPs and quality standards SB10. Diagnose common problems in the samples and equipment's based on visual inspection and quality checks SB11. Suggest improvements(if any) in process based on experience SB12. Manage time and human resource effectively SB13. Ability to demonstrate testing for training /Emergency

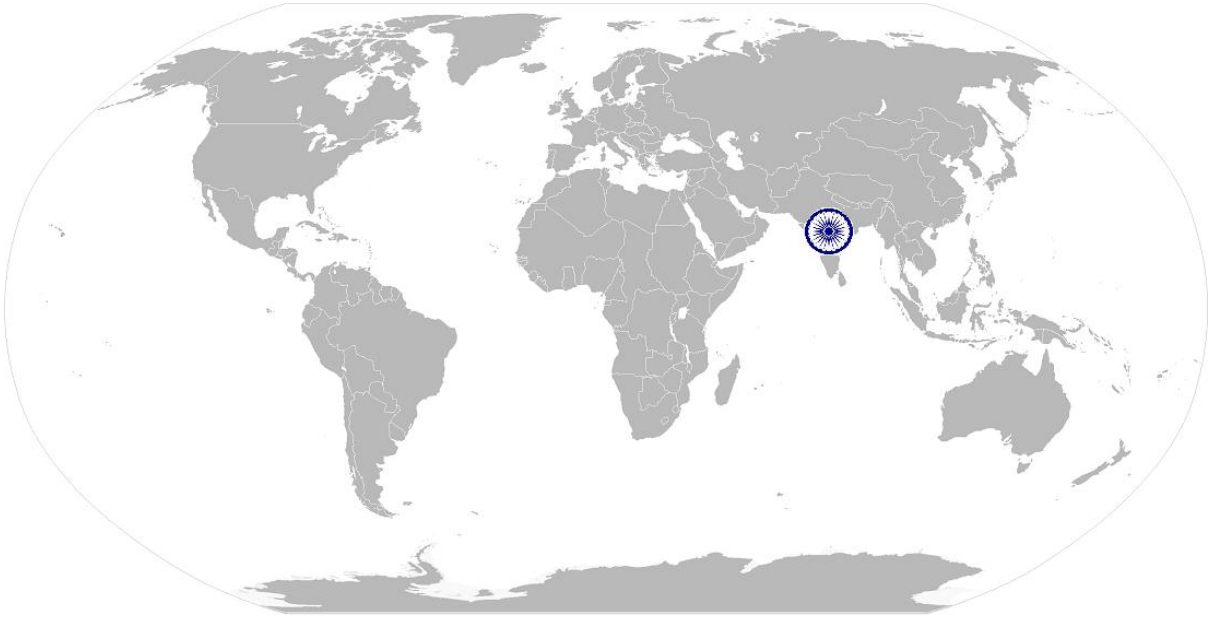
NOS Version Control

NOS Code	RSC/N5008 (CPC/N8111)		
Credits(NSQF)	7.5	Version number	
Sector	Rubber	Drafted on	18/05/2016
Sub Sector	Plastics Processing	Last reviewed on	26/12/2016
Occupation	Testing & Quality Control	Next review date	31/12/2021



RSC/N5009 (CPC/N8108) To Carry Out Problem Identification and Escalation

National Occupational Standards



Overview

This unit is about problem identification and escalation

RSC/N5009 (CPC/N8108) To Carry Out Problem Identification and Escalation

National Occupational Standards

Unit Code	RSC/N5009 (CPC/N8108)
Unit Title (Task)	**To Carry Out Problem Identification and Escalation**
Description	1. This unit is about problem identification and escalation
Scope	This unit/task covers the following: • Identify problems across: - 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	To be competent, the user/individual on the job must be able to: 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
Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Follow 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 PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved PC17. Ensure that corrective action selected is viable and practical PC18. Ensure that correct solution is identified to an identified problem PC19. Take corrective action for problems identified according to the company procedures PC20. Ensure that no delays are caused as a result of failure to take necessary action

RSC/N5009 (CPC/N8108) To Carry Out Problem Identification and Escalation

Problem Escalation	PC21. Escalate problem as per laid down escalation matrix PC22. Escalate the problem within stipulated time PC23. Escalate the problem in an appropriate manner PC24. Ensure that no delays are caused as a result of failure to escalate problems
Knowledge and Understanding (K)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Indicators of problems KB2. The working of the equipment and accessories(if applicable) KB3. The impact of operations on the user and equipment(if applicable) KB4. The impact of operations on the final product (if applicable) KB5. The effect of not rectifying the problems identified KB6. The reason for the occurrence of previous problems KB7. Measures and steps that have been taken to address the previous problems KB8. Possible solutions for various problems KB9. The correct method for carrying out corrective actions outlined for each problem KB10. The impact of not carrying out the corrective actions KB11. The documentation procedure for recording such problems, as per company norms KB12. The escalation matrix for reporting problems KB13. Escalation matrix for reporting unresolved problems KB14. The time frame within which in which each problem needs to be escalated KB15. Manner in which each problem needs to be escalated
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills** 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
	Reading Skills 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. The various coding systems as per company norms

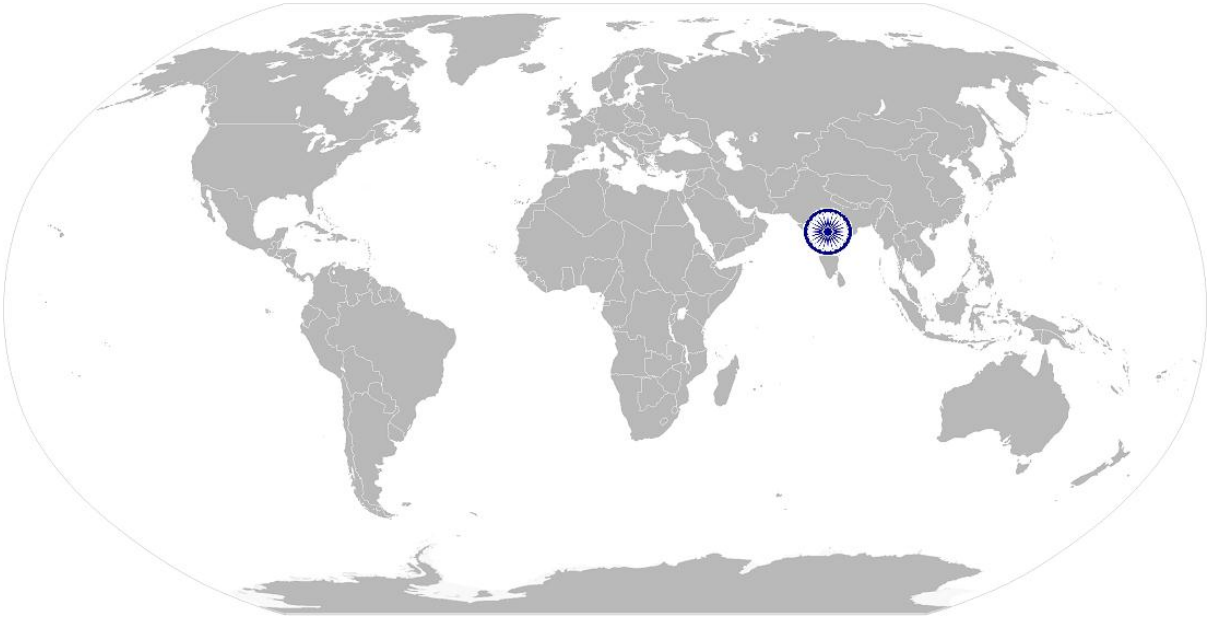
RSC/N5009 (CPC/N8108) To Carry Out Problem Identification and Escalation

	Oral Communication (Listening and Speaking skills)
	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)
	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 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. SA19. Open new ways of doing things SA20. 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 Version Control

NOS Code	**RSC/N5009 (CPC/N8108)**		
Credits(NSQF)	**13.0**	**Version number**	**1.0**
Sector	**Rubber**	**Drafted on**	**18/05/2016**
Sub Sector	**Plastics Processing**	**Last reviewed on**	**26/12/2016**
Occupation	**Testing & Quality Control**	**Next review date**	**31/12/2021**

National Occupational Standards



Overview

This unit is about reporting and documentation

RSC/N5004 (CPC/N8104) To Carry out Reporting and Documentation

National Occupational Standards

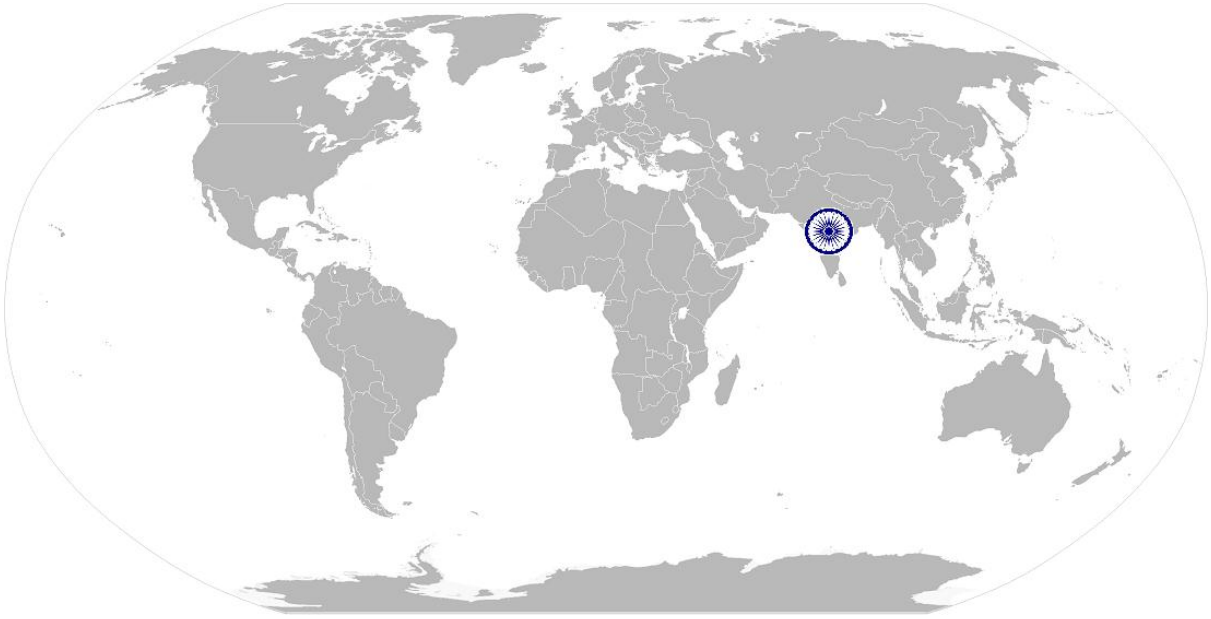
Unit Code	**RSC/N5004 (CPC/N8104)**
Unit Title (Task)	**To carry out reporting and documentation**
Description	This unit is about carrying out reporting and documentation
Scope	This unit/task covers the following: • Reporting of data/problem/incidents etc. • Documentation • Information Security
Performance criteria (PC) w.r.t. the Scope	
Element	**Performance criteria**
Reporting	To be competent, the user/individual on the job must be able to: PC1. Report data/problems/incidents as applicable in a timely manner PC2. Report to the appropriate authority as laid down by the company PC3. Follow the reporting procedures as prescribed by the company
Recording and Documentation	PC4. Identify documentation to be completed relating to one's role PC5. Record details accurately an appropriate format PC6. Complete all documentation within stipulated time according to company procedure PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly PC8. Make sure documents are available to all appropriate authorities to inspect
Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures PC10. Inform the appropriate authority of requests for information received
Knowledge and Understanding (K)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Different methods of recording information KB2. Various documents that need to be maintained KB3. Company procedure for filling/maintaining up the documents KB4. Procedures for reporting to the appropriate authority KB5. Procedures for recording damage, breakages etc. KB6. Reporting incidents where standard operating procedures are not followed KB7. The importance of complete and accurate documentation KB8. How to maintain complete documentation accurately and within agreed timescales
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	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

	Reading Skills
	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
	Oral Communication (Listening and Speaking skills)
	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) **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 one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect and on analyses 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
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Handle equipment/apparatus SB2. Handle plastic compound SB3. Handle chemicals and laboratory reagents SB4. Handle plastic products SB5. Complex sample components

	SB6. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB7. Seek clarification on problems from others SB8. Apply problem-solving approaches in different situations SB9. Refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Interpret quality for sheet SB11. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Proper collection of waste material SB13. Identify defects in the material and communicate it at the earliest and suggest improvements (if any) in process/material based on experience Diagnose common problems in the machine based on visual inspection, sound, temperature etc. SB14. Suggest improvements(if any) in process based on experience
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Handle equipment/plastic sheet SB6. seek clarification on problems from others SB16. apply problem-solving approaches in different situations SB17. refer anomalies to the line manager

NOS Version Control

NOS Code	**RSC/N5004 (CPC/N8104)**		
Credits(NSQF)	**3.5**	**Version number**	**1.0**
Sector	**Rubber**	**Drafted on**	**18/05/2016**
Sub Sector	**Plastics Processing**	**Last reviewed on**	**26/12/2016**
Occupation	**Testing & Quality Control**	**Next review date**	**31/12/2021**



CRITERIA FOR ASSESSMENT OF TRAINEES				
Job Role: Testing & Quality Control for Plastic Materials & Products –Supervisor **Qualification Pack Code:RSC/Q5002 (CPC/Q8104)** **Sector Skill Council: Rubber Skill Development Council**				
Guidelines for Assessment: 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also laydown proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS. 6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.				
Assessable outcome		**Marks Allocation**		
NOS	**Performance criteria**	**Total**	**Theory**	**Practical**
RSC/N5006 (CPC/N8109) Supervise quality assurance at all the stages of production	PC1. Ensure the setup of appropriate equipment/apparatus to be used for testing correctly as per ISO or any other International Standard and SOP	5	1	4
	PC2. Ensure that QA inspectors uses the standard certified tools such as needle and surface Pyrometer, Noncontact pyrometer, measuring tape and protractor for checking	5	1	4
	PC3. Ensure that all the test equipment are duly calibrated and are operational	5	1	4
	PC4. Identify defective equipment/apparatus and take action as per SOP	5	1	4
	PC5. Ensure that maintenance schedule of the equipment is compiled well	5	1	4
	PC6. Ensure that the QA inspectors are available to cover the shift	5	1	4
	PC7. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.	5	1	4
	PC8. Delegate the task and inform the team members well in time about the QA requirements	5	1	4
	PC9. Train the manpower for handling QA issues	6	2	4

	PC10. Ensure QA inspectors conducts required mandatory process checks at each of his assigned unit/area	6	2	4
	PC11. Ensure QA checks the compliance of specification by the operators at their assigned areas	6	2	4
	PC12. Ensure that QA inspectors fills up the audit sheets in their allotted area of inspection	6	2	4
	PC13. Ensure that any violation of the specified conditions are reported to area supervisor and the product produced in that unit held up for Technical departments disposition	6	2	4
	PC14. Ensure that QA inspectors records the details of the checks made indicating the process detail , date , time, batch number, temperature, pressure readings as per the guidelines issued by technical on the process being checked	7	3	4
	PC15. Ensure QA system compliances	7	3	4
	PC16. Ensures strict compliance on technical specification and prevents off specification process is stopped till corrections are made	7	3	4
	PC17. Ensure that the product made during the wrong/incorrect process conditions are held up for technical department's disposition	7	3	4
	PC18. Follow up on QA violations with production supervision	7	3	4
	PC19. Record and maintain data as per company standards (SOP)	5	1	4
	PC20. Prepare a summary sheet of the shift performance of the QA inspectors under his supervision and indicates the assistance provided to QA inspectors and production management in resolving any issues affecting production	5	1	4
	PC21. Ensure that reports/records are accurate and clear	5	1	4
	PC22. Take up the results of the findings with supplier/appropriate authority.	5	1	4
	PC23. Inform concerned persons for rectifications, if needed in specified time limit	5	1	4
	Total	**130**	**38**	**92**
RSC/N5007 (CPC/N8110) Supervise the lab testing	PC1. Ensure that test procedures for each testing requirement are available in writing –applicable current revisions must be available	10	3	7
	PC2. Carry out tests ASTM or as per company SOP	10	3	7

operations	PC3. Ensure that test methods confirms to the required quality and accuracy of testing.	10	3	7
	PC4. Ensure that the approved materials confirm to the specifications and standard	10	3	7
	PC5. Ensure that Gage studies are conducted regularly to ensure repeatability and reproducibility of test and person conducting the test	10	3	7
	PC6. Return the sample to the source if the testing is complete and the results discussed and NO more testing is required	10	3	7
	PC7. Ensure NO short cuts are employed while testing and the testing and test results reported are true with NO manipulations	10	3	7
	PC8. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes).	10	3	7
	PC9. Arrange for hospitalization in case of accident	9	2	7
	PC10. Manage first aid, general medication etc. of the team members	9	2	7
	PC11. Avoid spillage and in case of spillage occur, follow safety measures as laid down by safety department	9	2	7
	PC12. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	9	2	7
	PC13. Have shower and eye washing equipment in case any chemical burnt /other mishaps	9	2	7
	Total	**125**	**34**	**91**
(RSC/N5008 (CPC/N8111) Conduct post-testing supervisory operation	PC1. Ensure that test procedures for each testing requirement are available in writing –applicable current revisions must be available	10	3	7
	PC2. Carry out tests ASTM or as per company SOP	10	3	7
	PC3. Ensure that test methods confirms to the required quality and accuracy of testing	10	3	7
	PC4. Ensure that the approved materials confirm to the specifications and standard	10	3	7
	PC5. Ensure that Gage studies are conducted regularly to ensure repeatability and reproducibility of test and person conducting the test	10	3	7
	PC6. Return the sample to the source if the testing is complete and the results discussed and NO more testing is required	10	3	7

	PC7. Ensure NO short cuts are employed while testing and the testing and test results reported are true with NO manipulations	10	3	7
	PC8. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes).	10	3	7
	PC9. Arrange for hospitalization in case of accident	9	2	7
	PC18. Manage first aid, general medication etc. of the team members	9	2	7
	PC10. Avoid spillage and in case of spillage occur, follow safety measures as laid down by safety department	9	2	7
	PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	9	2	7
	PC12. Have shower and eye washing equipment in case any chemical burnt/other mishaps	9	2	7
	Total	**125**	**34**	**91**
RSC/N5009 (CPC/N8108) To carry out problem identification and escalation	PC1. Identify defects/indicators of problems	6	2	4
	PC2. Identify any wrong practices that may lead to problems	6	2	4
	PC3. Identify practices that may impact the final product quality	6	2	4
	PC4. Identify if the problem has occurred before	6	2	4
	PC5. Identify other operations that might be impacted by the problem	6	2	4
	PC6. Ensure that no delays are caused as a result of failure to escalate problems	6	2	4
	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	2	6
	PC8. Consider possible reasons for identification of problems	8	2	6
	PC9. Consider applicable corrections and formulate corrective action	8	2	6
	PC10. Take Formulate action in a timely manner	8	2	6
	PC11. Communicate problem/remedial action to appropriate parties	7	1	6
	PC12. Take corrective action in a timely manner	7	1	6
	PC13. Take corrective action for problems identified according to the company procedures	7	1	6

	PC14. Report/document problem and corrective action in an appropriate manner	7	1	6
	PC15. Monitor corrective action	7	1	6
	PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	7	1	6
	PC17. Ensure that corrective action selected is viable and practical	5	1	4
	PC18. Ensure that correct solution is identified to an identified problem	5	1	4
	PC19. Take corrective action for problems identified according to the company procedures	5	1	4
	PC20. Ensure that no delays are caused as a result of failure to take necessary action	5	1	4
	PC21. Escalate problem as per laid down escalation matrix	5	1	4
	PC22. Escalate the problem within stipulated time	5	1	4
	PC23. Escalate the problem in an appropriate manner	5	1	4
	PC24. Ensure that no delays are caused as a result of failure to escalate problems	5	1	4
	Total	**150**	**34**	**116**
RSC/N5004 (CPC/N8104): To carry out reporting and documentation	PC1. Report data/problems/incidents as applicable in a timely manner	7	1	6
	PC2. Report to the appropriate authority as laid down by the company	7	1	6
	PC3. Follow reporting procedures as prescribed by the company	7	1	6
	PC4. Identify documentation to be completed relating to one's role	7	1	6
	PC5. Record details accurately an appropriate format	7	1	6
	PC6. Complete all documentation within stipulated time according to company procedure	7	1	6
	PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	7	1	6
	PC8. Make sure documents are available to all appropriate authorities to inspect	7	1	6
	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	7	1	6
	PC10. Inform the appropriate authority of requests for information received	7	1	6
	Total	**70**	**10**	**60**
	GRAND TOTAL	**600**	**150**	**450**