

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

### 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- Finishing Supervisor

**SECTOR:** RUBBER INDUSTRY

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

**OCCUPATION:** Final Finish

**REFERENCE ID:** RSC/ Q 1503

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

**Brief Job Description:** A Finishing Supervisor is responsible through his workforce for ensuring that the final finished products are ready to be sent to warehouse and OK for shipment.

**Personal Attributes:** This job requires the individual to be attentive and demonstrate the attributes of a good examiner. A good observer having a focused mindset, he should lead a team seeking perfection in carrying out final finishing of the product. An individual having aptitude for learning should be able to co-ordinate with other team members effectively. He should demonstrate good leadership qualities.

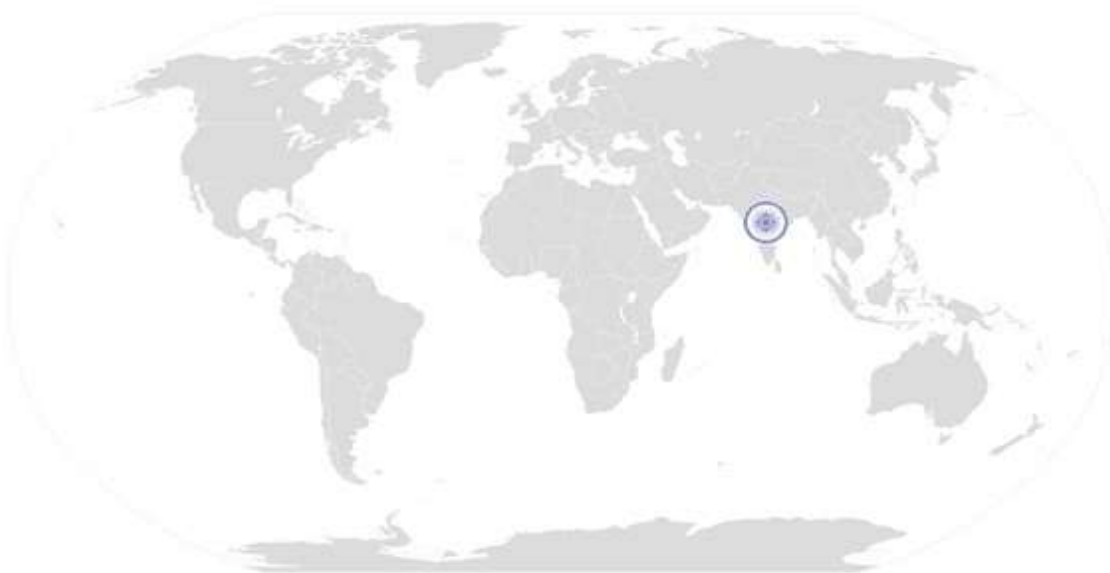
Job Details	<b>Qualifications Pack Code</b>	<b>RSC/ Q 1503</b>		
	<b>Job Role</b>	<b>Finishing Supervisor</b>		
	<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>02/12/14</b>
	<b>Sub-sector</b>	<b>Tyre and Non- tyre</b>	<b>Last reviewed on</b>	<b>02/12/14</b>
	<b>Occupation</b>	<b>Final Finish</b>	<b>Next review date</b>	<b>02/12/15</b>
	<b>NSQC Cleanace on</b>	<b>18/06/2015</b>		

Job Role	Finishing Supervisor
<b>Role Description</b>	A Finishing Supervisor is responsible through his workforce for ensuring that the final finished products are ready to be sent to warehouse and OK for shipment.
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications*</b>	XII/Diploma/ITI/Graduate in Science
<b>Maximum Educational Qualifications*</b>	Post Graduate in Science
<b>Training</b> (Suggested but not mandatory)	Training on finishing of rubber products
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Worked as a finishing operator for 3-5 years
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. <a href="#">RSC/ N 1504 (Organize manpower, material and tools)</a></li> <li>2. <a href="#">RSC/ N 1505 (Supervise the finishing operations)</a></li> <li>3. <a href="#">RSC/ N 1506 ( Perform post-finishing supervisory activities)</a></li> <li>4. <a href="#">RSC/ N5001 (To carry out housekeeping)</a></li> <li>5. <a href="#">RSC/ N5002 (To carry out reporting and documentation)</a></li> <li>6. <a href="#">RSC/ N5003 (To carry out quality checks)</a></li> <li>7. <a href="#">RSC/ N5004 ( To carry out problem identification and escalation )</a></li> </ol> <b>Optional</b> NA
<b>Performance Criteria</b>	As described in the relevant OS units

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

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# National Occupational Standard



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## Overview

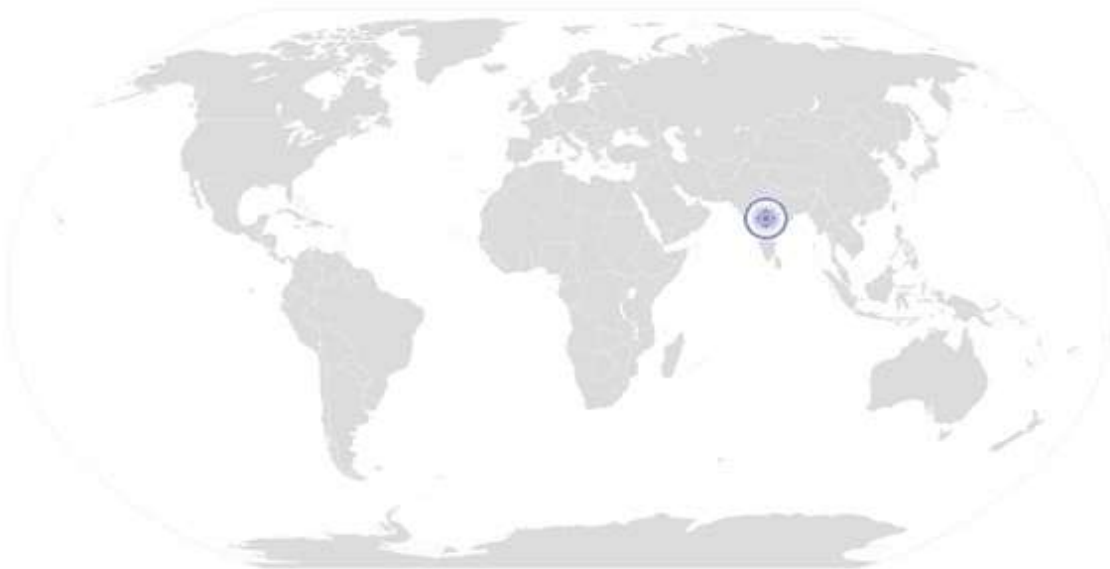
This unit is about organizing manpower, material and tools for final finishing of rubber products.

<b>Unit Code</b>	RSC / N 1504
<b>Unit Title (Task)</b>	Prepare manpower ,material and tools
<b>Description</b>	This unit is about organizing manpower, material and tools for final finishing of rubber products
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure housekeeping and maintain safety in the final finishing area</li> <li>• Organize manpower , material and tools for carrying out finishing operations</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Equipment readiness</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure the availability of all required tools for finishing operations</p> <p>PC2. Ensure that the tools are clean and well maintained.</p> <p>PC3. Ensure inspection lights and tables are available</p> <p>PC4. Ensure that the area is well lit for inspection and final finishing</p> <p>PC5. Ensure the proper functioning of mechanical devices</p> <p>PC6. Place the tools on a safe location.</p>
<b>Material appropriateness</b>	<p>PC1. Ensure lab released material for spot repairs are available in the form best suitable for usage</p>
<b>Manpower Readiness</b>	<p>PC1. Ensure that the manpower required for achieving the finishing schedule are available.</p> <p>PC2. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.</p> <p>PC3. Delegate the task and inform the team members well in time about the schedule to be met in the given time frame</p>
<b>Health &amp; Safety</b>	<p>PC4. Proper handling of heating - meachanical trimmers, electric portable lamps, cement cans, buffers, spot presses and hand tools to avoid any injury/accident</p> <p>PC5. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC6. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational</p>

	standards.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools and material.            KA2. Importance of identifying non-conforming materials            KA3. Risk and impact of not following defined procedures/work instructions.            KA4. Escalation matrix for reporting identified problems            KA5. Records to be maintained and the implications of their non-maintenance.            KA6. Importance of housekeeping activities.            KA7. Health, safety and environment guidelines, legislation and regulations as applicable.            KA8. Personal protection (which protective equipment to be used and how).            KA9. Importance of FIFO            KA10. Impact of poor practices on health, safety and environment.            KA11. Potential hazards and actions to minimize them.            KA12. The escalation matrix and procedures for reporting hazard            KA13. Impact of various practices on cost, quality, productivity, delivery and safety.            KA14. Handover/Takeover of the equipment/work area as per the organizational SOP.</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Process of final finishing            KB2. Implications of delays in the preparation process.            KB3. Cleanliness and safety requirements for commencing finishing operations.            KB4. Placing the right man for the right job            KB5. Getting the area organized for smooth flow of products for final finish            KB6. Managing different operations in his area of supervision            KB7. Handling any issues of work force which may hamper efficiency of the final finishing operation            KB8. Basic arithmetic, physics and chemistry            KB9. Response to injuries            KB10. Knowledge of appropriate tools with respect to requirement.            KB11. Knowledge of first aid treatment to address any injury</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication            SA2. Fill up appropriate activity logs in required format of the company            SA3. Write simple letters, mails, etc            SA4. Perform basic mathematical operations</p>

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

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle man power and utilize their skills to maximize output /efficiency</p> <p>SB2. Manage/provide mechanical/electrical equipments and hand tools in good working condition .</p> <p>SB3. Manage the work space to enable smooth flow of incoming and outflow of finished products</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Identify the problems pertaining to the man power, tools based on visual inspection , performance and work efficiency</p> <p>SB5. Diagnose common problems in the in the final finish operation</p>





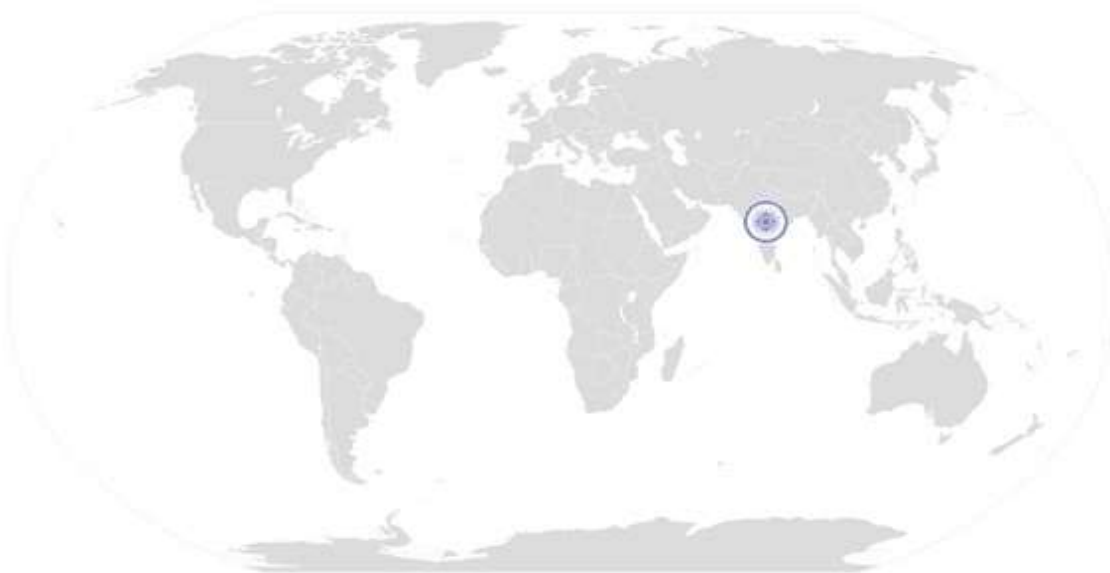
## NOS Version Control

<b>NOS Code</b>	RSC / N 1504		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Tyre and NonTyre	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Final finish	<b>Next review date</b>	02/12/15



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# National Occupational Standard



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## Overview

This unit is about managing workforce and getting the final finishing job done.

### Supervise the finishing operations

<b>Unit Code</b>	<b>RSC / N 1505</b>
<b>Unit Title (Task)</b>	<b>Supervise the finishing operations</b>
<b>Description</b>	This unit is about managing workforce and getting the final finishing job done.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure housekeeping and safety in the work area.</li> <li>• Ensure the workforce involved are working efficiently on their assigned jobs and enabling the finished products to be sent to warehouse as OK for shipment</li> <li>• Ensure that the equipments and the tools are used appropriately and correctly</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Raw Material appropriateness</b>	PC1. Ensure that the material required for final finishing (such as repair gum ,repair cement and post cure paints) are available and are released as OK to use
<b>Operation</b>	<p>PC1. Organize required workforce in each area of his supervision to attain the finishing schedule</p> <p>PC2. Ensure that the mechanical /electrical equipments in use are trouble free and any problems addresses at the earliest or alternate provided to keep the efficiency levels high</p> <p>PC3. Ensure that team follows the finishing operations as per the organization SOP</p> <p>PC4. Provide adequate workspace and clear passage for movement of incoming and out going finished products</p> <p>PC5. Ensure proper lighting in the area for efficient and smart inspection and final finishing</p> <p>PC6. Ensure the performance standards of workforce by regular monitoring of their job and providing training</p> <p>PC7. Ensure that the finished products are stored/shipped in proper trolleys ,or rolled , skids, pallets to warehouse</p>
<b>Health &amp; Safety</b>	<p>PC8. Proper handling of heating trimmers cement cans and tools to avoid any injury/accident</p> <p>PC9. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)</p> <p>PC10. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<b>Knowledge and Understanding (K)</b>	

<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. Proper inspection through final finishing . KA2. Implications of poorly prepared tools. KA3. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure. KA4. How to conduct quality and damage checks and their importance. KA5. Importance of identifying non-conforming products and their storage. KA6. Risk and impact of not following defined procedures/work instructions. KA7. The escalation matrix for reporting identified issues. KA8. Types of documentation in the organization and their importance. KA9. Records to be maintained and the implications of their non-maintenance. KA10.Importance of housekeeping & good shopfloor practices KA11.Health, safety and environment guidelines, legislations and regulations, as applicable. KA12.Personal 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.Importance of FIFO KA17.Impact of various practices on cost, quality, productivity, delivery and safety. KA18.Handover/Takeover of the equipment/work area as per organizational SOP.
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. Proper method of inspection , spot repair and training /supervising workforce to do correctly and efficiently the final finishing of products KB2. Effect on poorly trimmed /repaired products KB3. Implication of poor final finish /post cure paint application KB4. The effect of delays in any of the job sequence KB5. The effect of improper functioning of electrical / mechanical tools on efficiency and work accumulation KB6. Proper usage of finishing material (repair gum , cements and paints) KB7. Effect of using over aged finishing material KB8. Handling of skilled workforce KB9. Types of defects leading to rejections and their indicators, reasons and possible solutions. KB10. Potential problems in the final finish area operation. KB11. Knowledge of first aid treatment to respond to injuries. KB12. Optimal utilization of material and minimal wastage
<b>Skills (S)</b>	
<b>A. Core Skills/</b>	<b>Writing Skills</b>

### Supervise the finishing operations

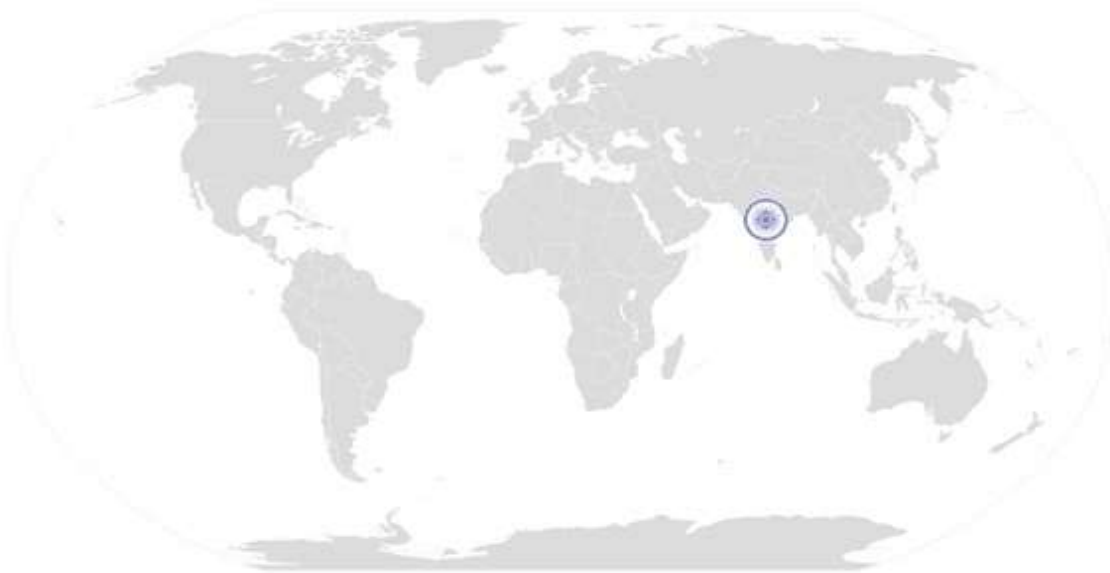
<b>Generic Skills</b>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Write simple letters, email etc</p> <p>SA3. Fill up appropriate forms and activity logs in required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

### Supervise the finishing operations

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
<b>B. Professional Skills</b>	<b>Material, Manpower and Equipment Handling</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle man power resource effectively and efficiently.</p> <p>SB2. Handle equipments ( mechanical /electrical and services such as electricity, steam, air )</p> <p>SB3. Handle materials used for repairs, cementing and post cure final finish painting</p> <p>SB4. Handle available working space effectively to enable smooth flow of incoming products for inspection and final finish</p> <p>SB5. Handle available smooth flow of finished products for final inspection and sending to ware house</p> <p>SB6. Handling the coordination among team members</p> <p>SB7. Report team members issues to HR department that is beyond his control</p>
	<b>Analytical Thinking</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify the problems pertaining to the electrical equipments based on visual inspection and work efficiency</p> <p>SB2. Diagnose common problems in the adhesion</p> <p>SB3. Suggest improvements(if any) in process based on experience</p> <p>SB4. Optimal use of finishing material ensuring minimal wastage</p>	

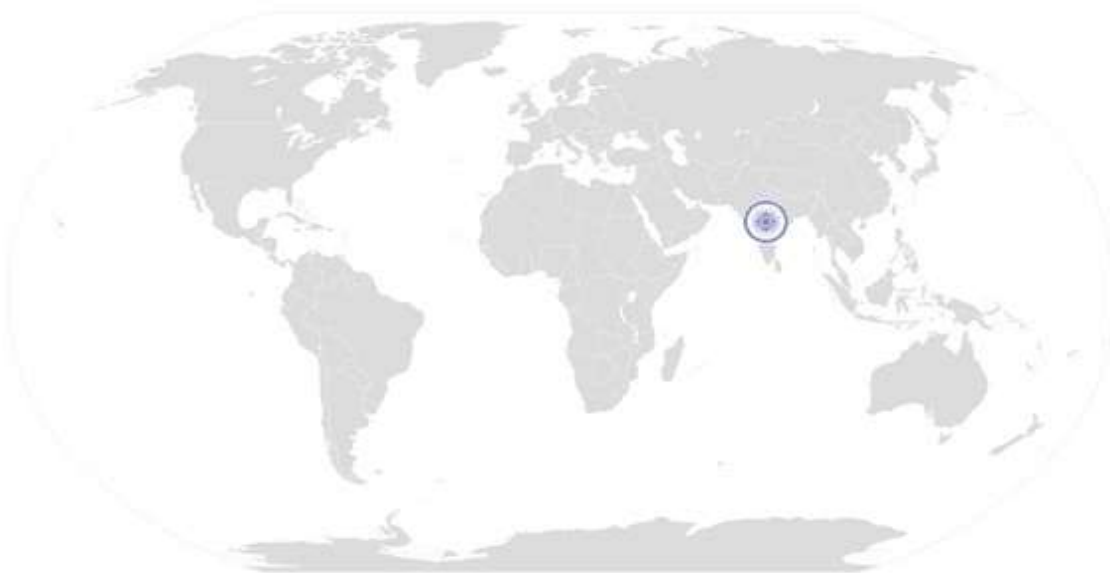
## NOS Version Control

<b>NOS Code</b>	RSC / N 1505		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Tyre and NonTyre	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Final finish	<b>Next review date</b>	02/12/15



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# National Occupational Standard



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## Overview

This unit is about performing activities after the final finishing job is done



## Perform Post-Finishing Supervisory Activities

<b>Unit Code</b>	RSC / N 1506
<b>Unit Title (Task)</b>	Perform post –finishing supervisory activities
<b>Description</b>	This unit is about performing activities after the final finishing job is over
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensuring housekeeping and safety in the work area</li> <li>• Organize to inspect the products in the bonded warehouse and remove the poorly trimmed/ repaired or painted products for re-work</li> <li>• Ensure marking of finished products for identification</li> <li>• Organize to arrange the products in bonded warehouse in such a way to facilitate for smooth movement to the designated areas in the final finish goods warehouse</li> <li>• Report any issue w.r.t the material and tools to the Manager</li> <li>• Maintain record</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operation</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Random spot inspection of products in the bonded warehouse</p> <p>PC2. Getting the re-work done on the blemished /poorly repaired products</p> <p>PC3. Counseling the workmen involved in poor workpractices and training-retraining them to be perfect and efficient.</p> <p>PC4. Handing over the bonded warehouse to finished good ware house supervisor ensuring perfect OK products free of any defects</p> <p>PC5. Organize to send the poorly repaired /scrap products to designated area for review committee to dispose .</p> <p>PC6. Maintain proper record of finished products</p> <p>PC7. Document the products in triplicate ( as per SOP ) stored in bonded warehouse detailing ,number of units, individual code, product name, size ,date shift , supervisor name and hand over one copy to warehouse supervisor .</p>
<b>Material disposal</b>	PC8. Dispose of waste material safely, as per organizational SOP.
<b>Health &amp; Safety</b>	<p>PC9. Handle the material using hand gloves and other safety equipment.</p> <p>PC10. Adhere to all safety norms (such as wearing protective gloves , shoes, safety goggles etc).</p> <p>PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational</p>

	standards.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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"> <li>KA1. Implications of poorly finished products</li> <li>KA2. Implications of scrap /defectiveproducts being sent to warehouse</li> <li>KA3. Risk and impact of not following defined procedures/work instructions.</li> <li>KA4. The escalation matrix and procedures for reporting identified problems.</li> <li>KA5. Types of documentation in the organization and their importance.</li> <li>KA6. Records to be maintained and the implications of their non-maintenance.</li> <li>KA7. Importance of housekeeping and good shop floor practices</li> <li>KA8. Health, safety, and environment guidelines, legislations and regulations as applicable.</li> <li>KA9. Personal protection (which protective equipment to be used and how).</li> <li>KA10.Importance of FIFO</li> <li>KA11.Effective use of skilled /unskilled workforce and the work area space .ntial hazards and actions to minimize them.</li> <li>KA12.Impact of poor practices on health, safety and environment.</li> <li>KA13.The escalation matrix and procedures for reporting hazards.</li> <li>KA14.Handover/Takeover of the equipment/work area as per organizational SOP.</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Appropriate method for handling the inspection and taking decision on re-work or sending to review committee .</li> <li>KB2. Importance of quality checks.</li> <li>KB3. Knowledge of customer requirement and accomplishing perfection to meet requirement</li> <li>KB4. Implications of inappropriate waste disposal.</li> <li>KB5. Types of defects leading to rejections and their indicators, reasons and possible solutions.</li> <li>KB6. Knowledge of the handover of prepared product</li> <li>KB7. The usage of placing different types of identification tags</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Construct simple sentences and express ideas through written communication</li> <li>SA2. Fill up appropriate forms and activity logs in required format of the company</li> <li>SA3. Perform basic mathematical operations</li> </ul>
	<b>Reading and Understanding Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA4. Read and understand manuals, health and safety instructions, memos, reports,</li> </ul>

**Perform Post-Finishing Supervisory Activities**

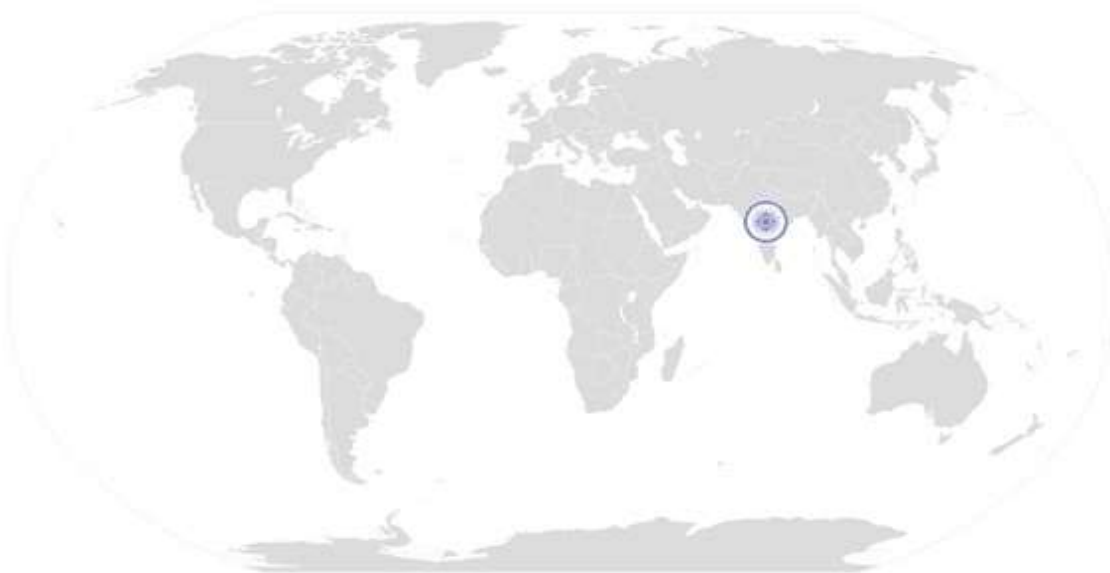
	job cards etc SA5. Read images, graphs, diagrams SA6. Understand the various coding systems as per company norms
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA7. Express statements, opinions or information clearly so that others can hear and understand SA8. Understand instructional language of the organization SA9. Respond appropriately to any queries SA10. Communicate with manager SA11. Communicate with team members SA12. Work in a team and other behavioral skills required to support the group activities
	<b>Integrity</b>
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust
	<b>Motivation</b>
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	<b>Reliability</b>
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
	<b>B. Professional Skills</b>
<b>Material and Equipment Handling</b>	
The user/individual on the job needs to know and understand how to: SB1. Handle - finished products SB2. Handle defective /scrap products in the bonded warehouse Manage workforce for spot/random inspection	

**Perform Post-Finishing Supervisory Activities**

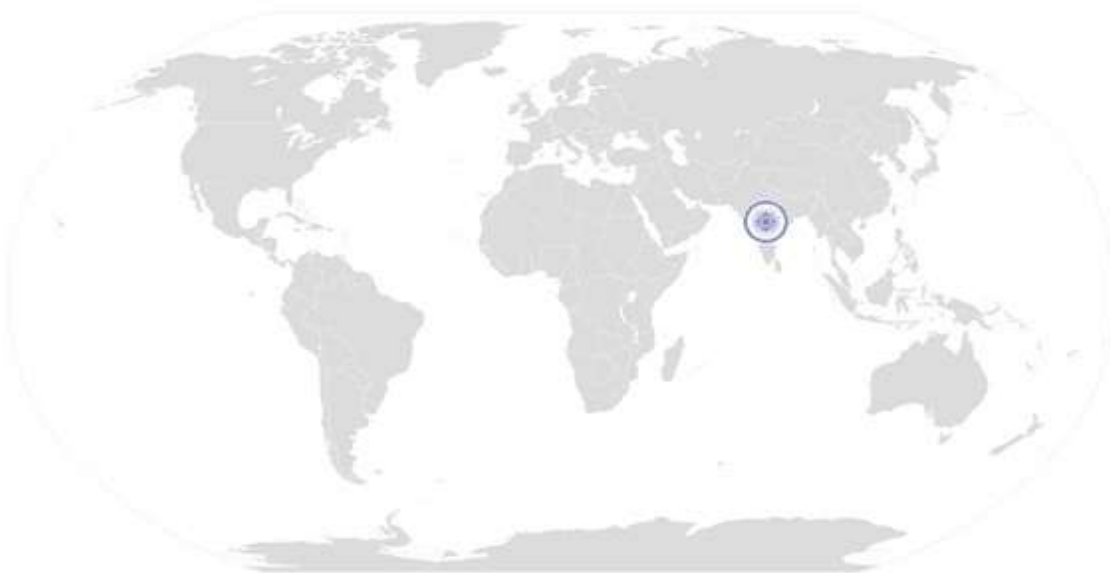
	<p>SB3. Get the blemish products in the bonded warehouse handled on priority</p> <p>SB4. Ensure well arranged , clean ,easy hto handle bonded warehouse with OK products for final warehousing</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify the problems pertaining to the finished products based on visual inspection</p> <p>SB6. Suggest improvements(if any) in process based on experience</p> <p>SB7. Optimal use of finishing material ensuring minimal wastage</p>



<b>NOS Code</b>	RSC / N 1506		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Tyre and NonTyre	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Final finish	<b>Next review date</b>	02/12/15



# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping

**RSC / N 5001**
**Carry Out Housekeeping Activities**

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

### Carry Out Housekeeping Activities

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



**Carry Out Housekeeping Activities**

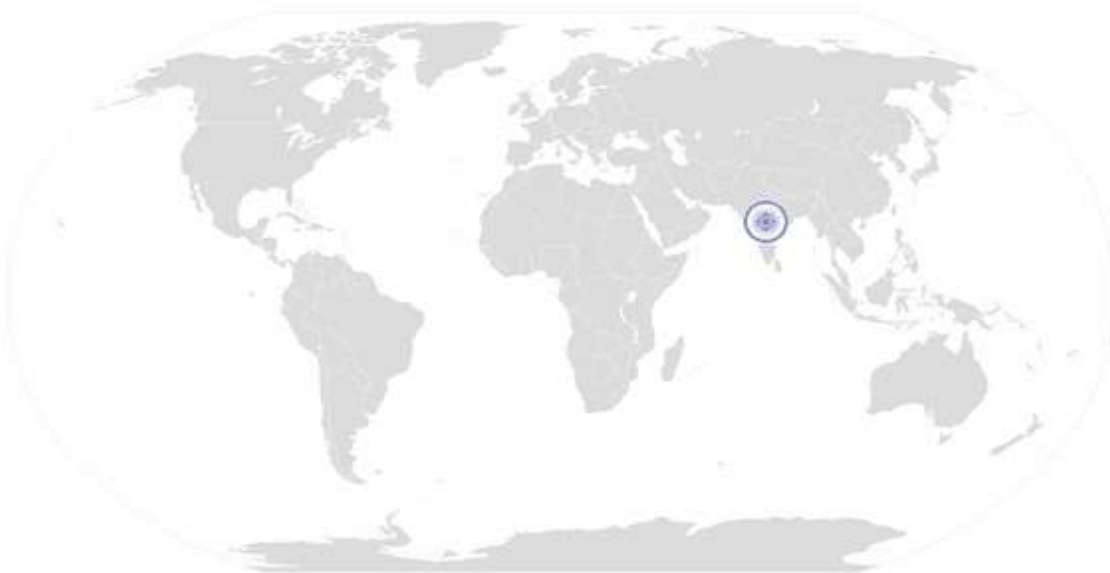
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs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

**Carry Out Housekeeping Activities**

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

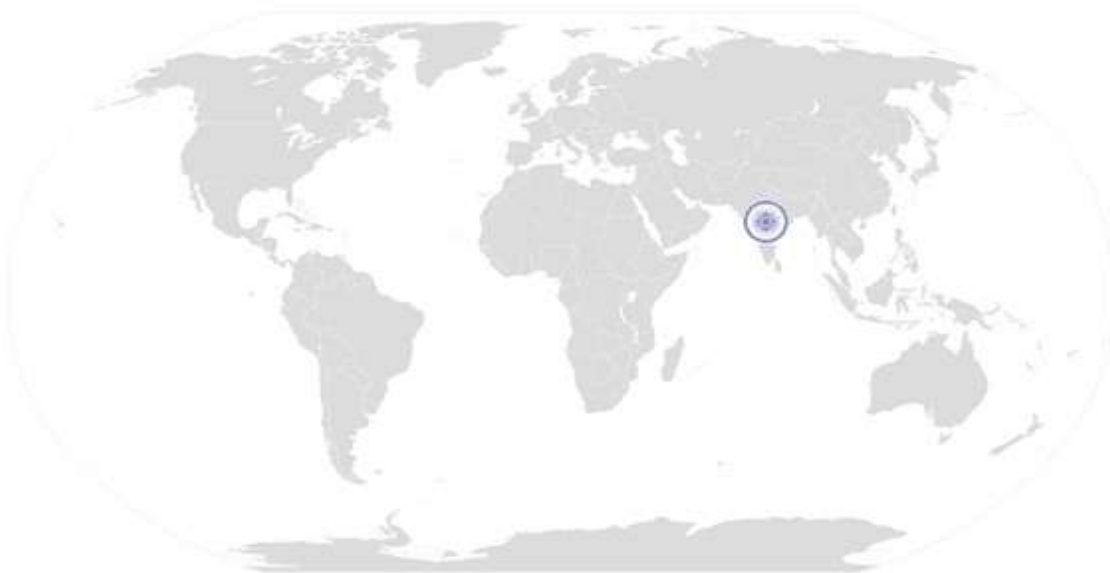


<b>NOS Code</b>	<b>RSC / N 5001</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Tyre and NonTyre</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Final Finish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



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# National Occupational Standard



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## Overview

This unit is about reporting and documentation

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

**To Carry Out Reporting And Documentation**

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

**To Carry Out Reporting And Documentation**

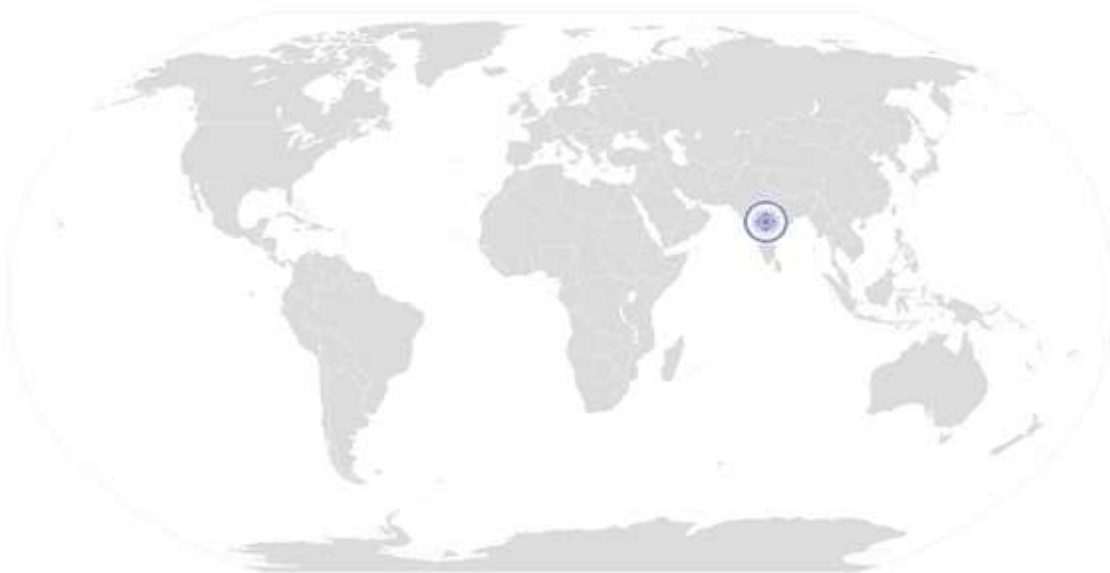
	<b>Motivation</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<b>Reliability</b>
	<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

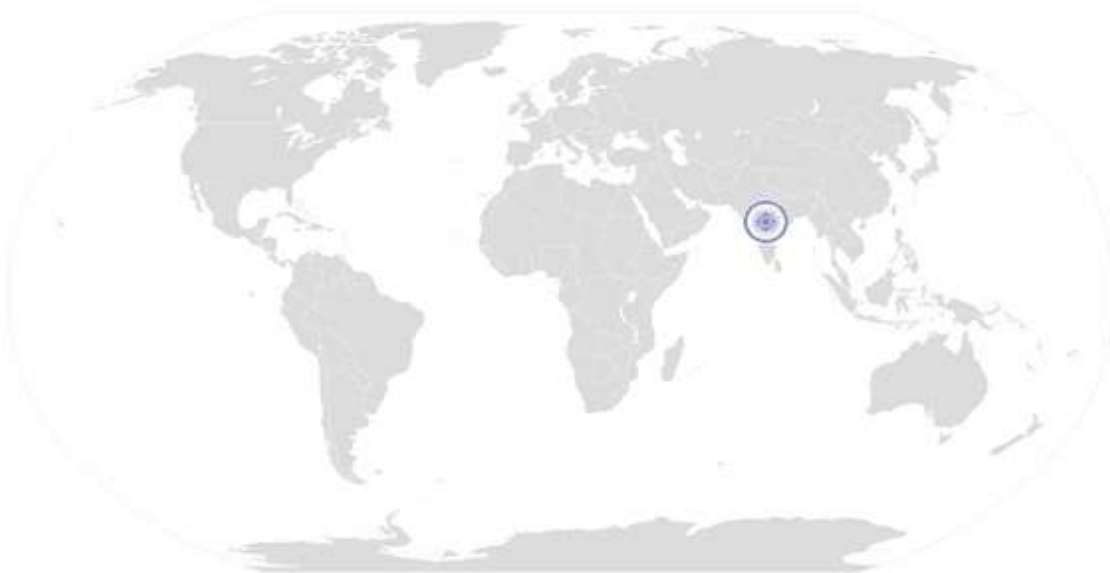
To Carry Out Reporting And Documentation

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


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# National Occupational Standard



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## Overview

This unit is about carrying out quality checks

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

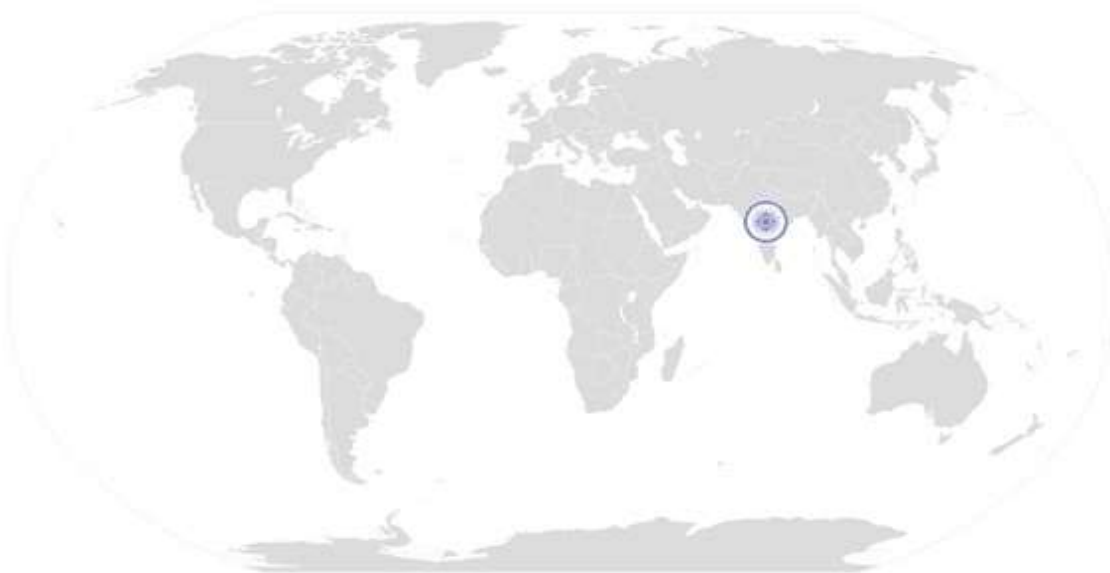
### To Carry Out Quality Checks

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

**To Carry Out Quality Checks**

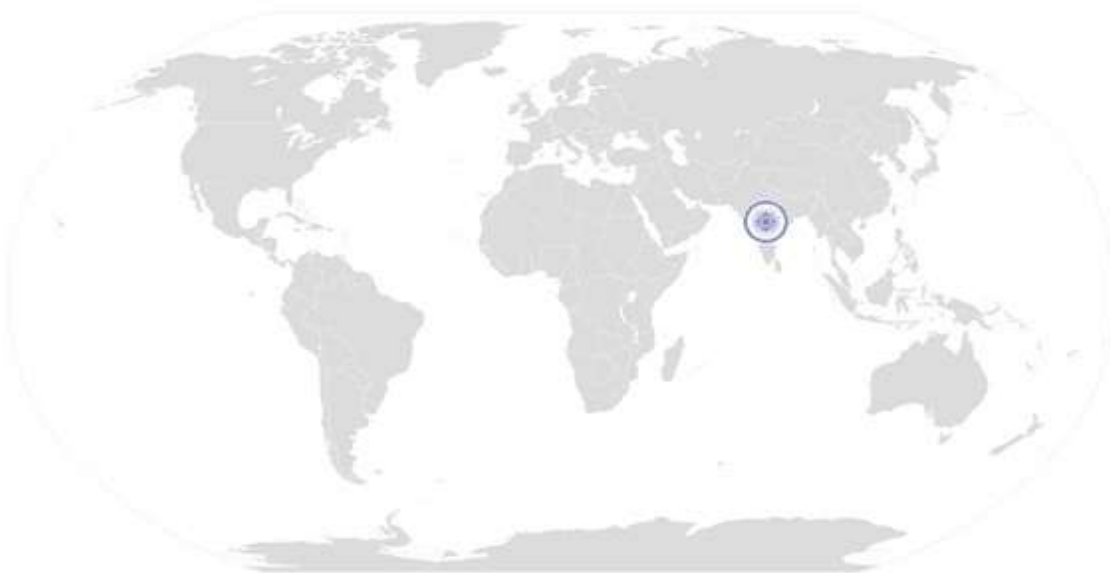
	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties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

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



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# National Occupational Standard



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## Overview

This unit is about problem identification and escalation

## To Carry Out Problem Identification And Escalation

<b>Unit Code</b>	RSC / N 5004
<b>Unit Title (Task)</b>	To carry out problem identification and escalation
<b>Description</b>	This unit is about problem identification and escalation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Identify problems across: <ul style="list-style-type: none"> <li>- Raw materials</li> <li>- Compounds</li> <li>- Product</li> <li>- Equipment</li> <li>- Others</li> </ul> </li> <li>• Identify solutions to problems</li> <li>• Take corrective action</li> <li>• Escalation of unresolved identified problems</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Problem Identification</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems</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>
<b>Necessary Action</b>	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)</p> <p>PC8. Consider possible reasons for identification of problems</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>

**To Carry Out Problem Identification And Escalation**

	<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>
<b>Problem Escalation</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. 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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as</p>



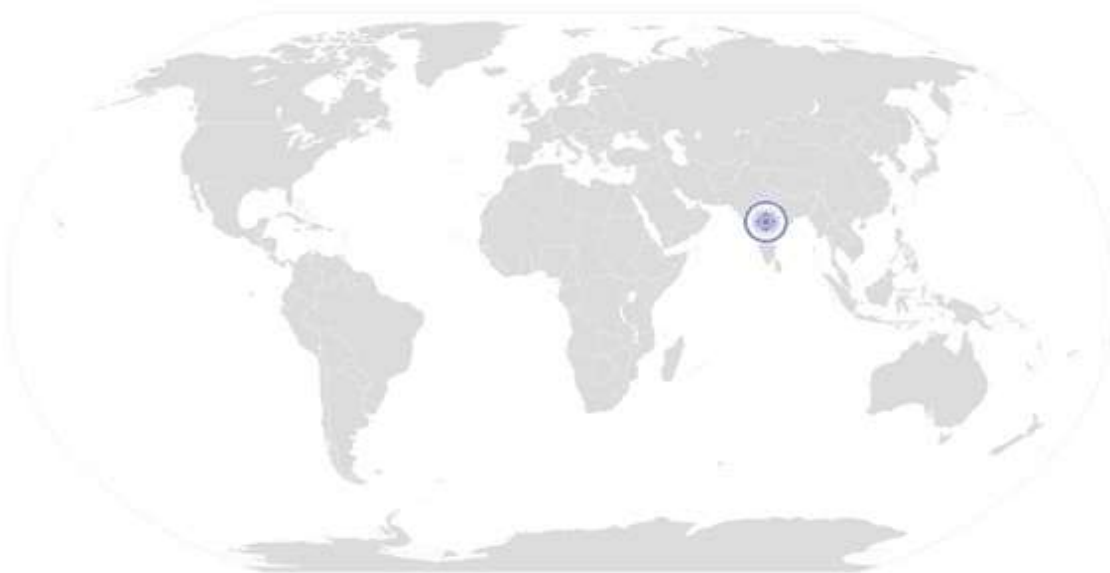
**To Carry Out Problem Identification And Escalation**

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

**RSC / N 5004**
**To Carry Out Problem Identification And Escalation**

## NOS Version Control

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


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**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role**                      Finishing Supervisor

**Qualification Pack**        RSC/ Q 1503

**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 lay down 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

			<b>Marks Allocation</b>		
<b>NOS</b>	<b>Elements</b>	<b>Performance Criteria</b>	<b>Total</b>	<b>Theory</b>	<b>Practical</b>
RSC / N 1504 Prepare manpower, material and	Equipment readiness	PC1. Ensure the availability of all required tools for finishing operations	7	5	2
		PC2. Ensure that the tools are clean and well maintained.	2	0	2
		PC3. Ensure inspection lights and tables are available	4	0	4
		PC4. Ensure that the area is well lit for inspection and final finishing	12	8	4

tools		PC5. Ensure the proper functioning of mechanical devices	23	15	8	
		PC6. Place the tools on a safe location.	3	0	3	
	Material appropriateness	PC7. Ensure lab released material for spot repairs are available in the form best suitable for usage	9	4	5	
	Manpower Readiness	PC8. Ensure that the manpower required for achieving the finishing schedule are available.	4	4	0	
		PC9. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.	4	4	0	
		PC10. Delegate the task and inform the team members well in time about the schedule to be met in the given time frame	4	4	0	
	Health & Safety	PC11. Proper handling of heating - meachanical trimmers, electric portable lamps, cement cans, buffers, spot presses and hand tools to avoid any injury/accident	15	8	7	
		PC12. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).	10	5	5	
		PC13. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	3	3	0	
				100	60	40
	RSC / N 1505 Supervise the finishing operations	Raw Material appropriateness	PC1. Ensure that the material required for final finishing (such as repair gum ,repair cement and post cure paints) are available and are released as OK to use	11	3	8
		Operation	PC2. Organize required workforce in each area of his supervision to attain the finishing schedule	4	4	0
			PC3. Ensure that the mechanical /electrical equipments in use are trouble free and any problems addresses at the earliest or altenate provided to keep the efficiency levels high	13	5	8
PC4. Ensure that team follows the finishing operations as per the organization SOP			12	4	8	
PC5. Provide adequate workspace and clear passage for movement of incoming and out going finished products			10	2	8	
PC6. Ensure proper lighting in the area for efficient and smart inspection and final finishing			10	2	8	
PC7. Ensure the performance standards of workforce by regular monitoring of their job and providing training			6	6	0	
PC8. Ensure that the finished products are stored/shipped in proper trolleys ,or rolled			12	4	8	

		, skids, pallets to warehouse			
	Health & Safety	PC9. Proper handling of heating trimmers cement cans and tools to avoid any injury/accident	11	4	7
		PC10. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)	9	4	5
		PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	2	2	0
			100	40	60
RSC / N 1506 Perform Post- Finishing Supervisory Activities	Operation	PC1. Random spot inspection of products in the bonded warehouse	15	5	10
		PC2. Getting the re-work done on the blemished /poorly repaired products	11	6	5
		PC3. Counseling the workmen involved in poor workpractices and training-retraining them to be perfect and efficient.	6	6	0
		PC4. Handing over the bonded warehouse to finished good ware house supervisor ensuring perfect OK products free of any defects	13	7	6
		PC5. Organize to send the poorly repaired /scrap products to designated area for review committee to dispose .	7	7	0
		PC6. Maintain proper record of finished products	10	10	0
		PC7. Document the products in triplicate ( as per SOP ) stored in bonded warehouse detailing ,number of units, individual code, product name, size ,date shift , supervisor name and hand over one copy to warehouse supervisor .	14	8	6
	Material disposal	PC8. Dispose of waste material safely, as per organizational SOP.	3	0	3
	Health & Safety	PC9. Handle the material using hand gloves and other safety equipment.	9	4	5
		PC10. Adhere to all safety norms (such as wearing protective gloves , shoes, safety goggles etc).	9	4	5
		PC11. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	3	3	0
			100	60	40
RSC/N5001 To Carry Out Housekeepin g	Pre housekeeping activities	PC1. Inspect the area while taking into account various surfaces	3	3	0
		PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	3	3	0
		PC3. Ensure that the cleaning equipment is in proper working condition	3	3	0

		PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	3	3	0
		PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	3	3	0
		PC6. Inform the affected people about the cleaning activity	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0
		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
	Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3	0
		PC11. Carry out cleaning activity without disturbing others	3	3	0
		PC12. Deal with accidental damage, if any, caused while carrying out the work	3	3	0
		PC13. Report to the appropriate person any difficulties in carrying out your work	3	3	0
		PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	3	3	0
	Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	8	2	6
		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	3	3	0
		PC21. Dispose the waste garnered from the activity in an appropriate manner	9	3	6
		PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30

RSC/N5002 To Carry Out Reporting And Documentati on	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Documentation	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10
		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
		PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
	Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
		PC10. Inform the appropriate authority of requests for information received	6	6	0
			100	60	40
RSC/N5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	4	2
		PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
		PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
		PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
		PC7. Suggest corrective action to address problem	5	3	2
		PC8. Review effectiveness of corrective action	5	3	2
	Reporting	PC9. Interpret the results of the quality check correctly	4	4	0
		PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
		PC11. Take up the results of the findings within stipulated time	3	3	0
		PC12. Record of results of action taken	3	3	0
		PC13. Record adjustments not covered by established procedures for future reference	3	3	0
		PC14. Review effectiveness of action taken	2	2	0

		PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40
RSC/N5004 To Carry Out Problem Identification And Escalation	Problem Identification	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	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)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an identified problem	2	2	0
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1



		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
			100	70	30