

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY



### Contents

1. Introduction and Contacts..... ..1
2. Qualifications Pack.....2
3. OS Units.....2

### 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

#### Contact Us:

PHD House (4th Floor),  
Opp. Asian Games  
Village,  
Siri Fort Institutional  
Area, New Delhi -  
110016

E-mail:  
info@rsdcindia.in



### Introduction

#### Qualifications Pack- Warehouse Supervisor

**SECTOR:** RUBBER INDUSTRY

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

**OCCUPATION:** Storage & Warehousing

**REFERENCE ID:** RSC/ Q 1605

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

**Brief Job Description:** A Warehouse Supervisor, through his workforce, is responsible for ensuring that the products received from bonded store are correct as per the document received from final finish supervisor and store them at appropriate designated places in warehouse facilitating smooth dispatch at any given time.

**Personal Attributes:** This job requires the individual to be systematic, responsible and trustworthy. He should have a good command over product organization and management. He should be attentive, intelligent and possess good data management skills. He should be authoritative in delivering the command for getting the work done in timely manner and lead a team efficiently.

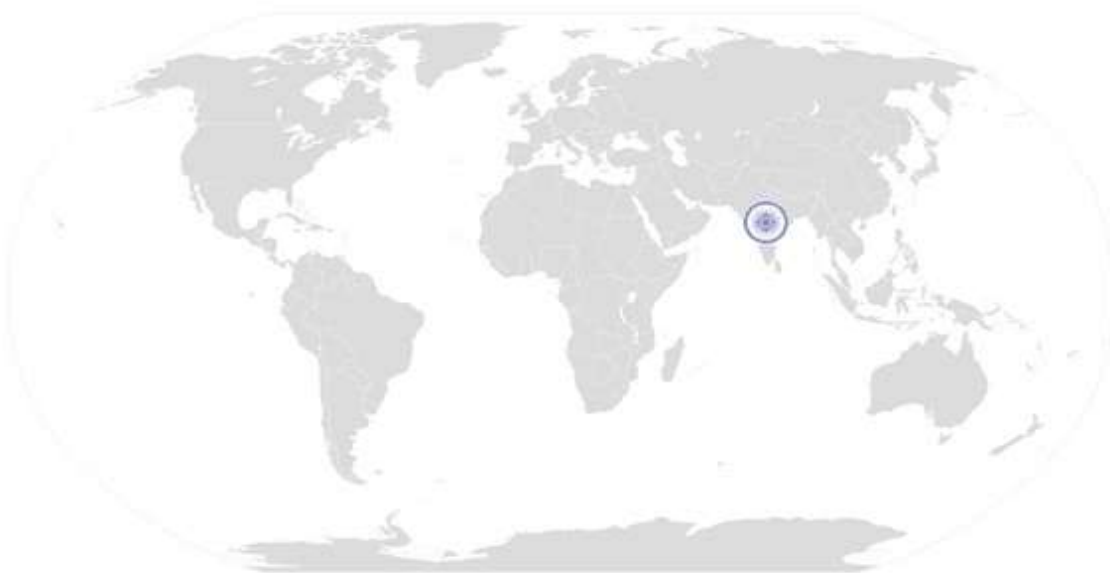
Job Details	<b>Qualifications Pack Code</b>	<b>RSC/ Q 1605</b>		
	<b>Job Role</b>	<b>Warehouse Supervisor</b>		
	<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	
	<b>Sector</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>02/12/14</b>
	<b>Sub-sector</b>	<b>Tyre and Non- tyre</b>	<b>Last reviewed on</b>	<b>02/12/14</b>
	<b>Occupation</b>	<b>Storage &amp; warehousing</b>	<b>Next review date</b>	<b>02/12/15</b>
	<b>NSQC Cleanance on</b>	<b>20/07/2015</b>		

<b>Job Role</b>	<b>Warehouse Supervisor</b>
<b>Role Description</b>	A Warehouse Supervisor, through his workforce, is responsible for ensuring that the products received from bonded store are correct as per the document received from final finish supervisor and store them at appropriate designated places in warehouse facilitating smooth dispatch at any given time.
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications*</b>	XII/Diploma/ITI/Graduate in Science
<b>Maximum Educational Qualifications*</b>	Post Graduate
<b>Training</b> (Suggested but not mandatory)	Training on warehouse management (receipt of products and storing appropriately in warehouse facilitating smother dispatch)
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Worked as a operator for 3-5 years in the same role
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. <a href="#">RSC/ N 1609 (Organize manpower, tools and equipment)</a></li> <li>2. <a href="#">RSC/ N 1610 (Supervise warehouse activities)</a></li> <li>3. <a href="#">RSC/ N 5001 (To carry out housekeeping)</a></li> <li>4. <a href="#">RSC/ N 5002 (To carry out reporting and documentation)</a></li> <li>5. <a href="#">RSC/ N 5003 (To carry out quality checks)</a></li> <li>6. <a href="#">RSC/ N 5004 (To carry out problem identification and escalation )</a></li> </ol> <b>Optional:</b> NA
<b>Performance Criteria</b>	As described in the relevant OS units

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, tools and equipments for moving products from bonded stores to warehouse and for moving products meant for dispatch from warehouse to loading area.

## Organize manpower, tools and equipment

<b>Unit Code</b>	RSC / N 1609
<b>Unit Title (Task)</b>	<b>Organize manpower , tools and equipment</b>
<b>Description</b>	This unit is about organizing manpower, tools and equipments for moving products from bonded stores to warehouse and for moving products meant for dispatch from warehouse to loading area.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure house keeping and maintain safety in warehouse area</li> <li>• Organize manpower and tools</li> <li>• Check and documents related to the products received from the bonded warehouse, documents for the product going out of the warehouse for dispatch</li> <li>• Maintain inventory and submit daily consolidated report</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 movement of goods to and from warehouse to loading area for dispatch</p> <p>PC2. Ensure that the tools are clean and well maintained.</p> <p>PC3. Ensure proper functioning of equipments required for warehouse activities such as forklift or toe trucks</p> <p>PC4. Ensure the placement of the tools on a safe location.</p>
<b>Manpower Readiness</b>	<p>PC1. Ensure that the manpower required for performing warhouse activities 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 movement of the goods to and from warehouse</p> <p>PC4. Train the manpower for handling emergency situations</p> <p>PC5. Resolving issues (if any) among the team members</p>
<b>Area readiness</b>	<p>PC6. Inspect the cleanliness of the warehouse</p> <p>PC7. Ensure warehouse area is maintained at appropriate temperature and other conditions are maintained according to the requirement for different products</p> <p>PC8. Ensure material safety in the warehouse from water, fire, insects, rodents, etc.</p> <p>PC9. All water leakages must be plugged to protect the product</p> <p>PC10. Ensure that the approach path from the storage to warehouse and from warehouse to the dispatch is free of impediments or obstructions</p>

**Organize manpower, tools and equipment**

	<p>PC11. Get the timely checking of safety tools done (fire extinguisher, spray etc.) PC12. Arrange fork lift, trolleys or toe truck for moving goods PC13. Ensure the marking of exit floor line with reflector</p>
<p><b>Health &amp; Safety</b></p>	<p>PC14. Ensure proper material handling equipments ( forklift, toe trucks and trolleys) PC15. Adhere to all safety norms (such as wearing protective gloves, masks and shoes). PC16. Manage first aid, general medication etc. of the team members PC17. Arrange for hospitalization in case of accident PC18. Ensure no tampering of safety ropes/switches/extinguishers/alarms PC19. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools and material. KA2. Managing workforce efficiently KA3. Addressing workforce issues swiftly and prevent any delays or losses KA4. Importance of identifying non-conforming materials KA5. Risk and impact of not following defined procedures/work instructions. KA6. Escalation matrix for reporting identified problems KA7. Records to be maintained and the implications of their non-maintenance. KA8. Importance of housekeeping activities. KA9. Health, safety and environment guidelines, legislation and regulations as applicable. KA10. Personal protection (which protective equipment to be used and how). KA11. Importance of FIFO KA12. Impact of poor practices on health, safety and environment. KA13. Potential hazards and actions to minimize them. KA14. The escalation matrix and procedures for reporting hazard KA15. Impact of various practices on cost, quality, productivity, delivery and safety. KA16. Handover/Takeover of the equipment/work area as per the organizational SOP.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Implications of delays in the preparation process. KB2. Cleanliness and safety requirements for warehousing. KB3. Placing the right man for the right job KB4. Getting the area organized for smooth movement flow of products KB5. Managing different operations in his area of supervision KB6. Handling any issues of work force which may hamper efficiency of the warehousing operation</p>



	<p>KB7. Basic arithmetic, physics and chemistry          KB8. Response to emergencies          KB9. Knowledge of appropriate tools with respect to requirement.          KB10. Knowledge of first aid treatment to address any injury</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          SA2. Fill up appropriate activity logs in required format of the company          SA3. Write simple letters, mails, etc          SA4. Perform basic mathematical operations          SA5. Maintain records in specified format in books and using computers</p>
	<b>Reading and Understanding Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read and understand manuals, health and safety instructions, memos, reports, job cards etc          SA7. Read images, graphs, diagrams          SA8. Understand the various coding systems as per company norms          SA9. Importance of reading documents before signing for receipt and dispatch</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>SA10. Express statements, opinions or information clearly so that others can hear and understand          SA11. Respond appropriately to any queries Communication with operators and labourers          SA12. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities.          SA13. Proficient in the instructional language of the organisation</p>
	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA14. Practice honesty with respect to company property and time          SA15. Communicate with people in a form and manner and using language that is open and respectful          SA16. 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>	

## Organize manpower, tools and equipment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA17. Take responsibility for completing one's own work assignment</p> <p>SA18. Take initiative to enhance/learn skills in one's area of work</p> <p>SA19. 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>SA20. Is open to new ways of doing things</p> <p>SA21. 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>SA22. Avoid absenteeism</p> <p>SA23. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA24. Work in disciplined factory environment</p> <p>SA25. Be punctual</p>
<b>B. Professional Skills</b>	<p><b>Material, Manpower and Equipment Handling</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle team members 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 and tools based on visual inspection, performance and work efficiency</p> <p>SB5. Diagnose common problems in the in the warehousing operation</p> <p>SB6. Ability to provide proper training to team members</p> <p>SB7. Handle Emergency situations effectively during operations</p>



## NOS Version Control

<b>NOS Code</b>	RSC / N 1609		
<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>	Storage & Warehousing	<b>Next review date</b>	02/12/15



[Back to QP](#)

# National Occupational Standard



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## Overview

This unit is about managing product and workforce for getting the warehousing job of receipt and dispatch of products done.

<b>Unit Code</b>	<b>RSC / N 1610</b>
<b>Unit Title (Task)</b>	<b>Supervise warehouse activities</b>
<b>Description</b>	This unit is about managing product and workforce for getting the warehousing job of receipt and dispatch of products 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 job of moving the finished products to designated place/s</li> <li>• Ensure that the equipments and the tools are used appropriately and correctly</li> <li>• Ensure the workforce involved are efficient enough for moving the products from warehouse to loading area for dispatch following FIFO</li> <li>• Maintain Record</li> <li>• Maintain inventory</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operation</b>	<p>PC1. Organize required workforce in each area of his supervision .</p> <p>PC2. Ensure that the required material and tools are available and manage continuous uninterrupted flow of requirements as the process is on –to avoid delays</p> <p>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</p> <p>PC4. Ensure miscellaneous stores items such as brooms,rags, other cleaning tools, hand wash soap etc. are readily available for workforce and cleaning</p> <p>PC5. Ensure the provision of adequate workspace and clear passage for movement of incoming and out going finished products</p> <p>PC6. Ensure the performance standards of workforce by regular monitoring of their job and providing training</p> <p>PC7. Ensure no mishandling of products</p>
<b>Record Maintenance and Reporting</b>	<p>PC1. Ensure all the incoming and outgoint product details are properly recorded in the forms/formats/log books/computers</p> <p>PC2. Paper /computer documents for receipt and dispatch must be complete and traceable in all respect</p> <p>PC8. Maintain records of the team members for work done, availability in shift, working hours etc</p>
<b>Health &amp; Safety</b>	PC9. Ensure proper handling of products and material handling equipments to avoid

### Supervise warehouse activities

	<p>any injury/accident</p> <p>PC10. Arrange for hospitalization in case of accident</p> <p>PC11. Manage first aid, general medication etc. of the team members</p> <p>PC12. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)</p> <p>PC13. 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>	
<p><b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Importance of effective communication and co-ordination among different departments and team members.</p> <p>KA2. Implications of poorly prepared tools.</p> <p>KA3. How to conduct quality and damage checks and their importance.</p> <p>KA4. Importance of identifying non-conforming products and their storage.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions.</p> <p>KA6. The escalation matrix for reporting identified issues.</p> <p>KA7. Types of documentation in the organization and their importance.</p> <p>KA8. Records to be maintained and the implications of their non-maintenance.</p> <p>KA9. Importance of housekeeping</p> <p>KA10. Health, safety and environment guidelines, legislations and regulations, as applicable.</p> <p>KA11. Personal and personnel protection (which protective equipment to be used and how).</p> <p>KA12. Impact of poor practices on health, safety and environment.</p> <p>KA13. Potential hazards and actions to minimize them.</p> <p>KA14. The escalation matrix and procedures for reporting hazards.</p> <p>KA15. Importance of FIFO</p> <p>KA16. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA17. Handover/Takeover of the equipment/work area as per organizational SOP.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Proper method of product movement and training /supervising workforce to do the task correctly and efficiently.</p> <p>KB2. Implications of poor inspection</p> <p>KB3. The effect of improper functioning of electrical / mechanical tools on efficiency and work accumulation</p> <p>KB4. Proper handling of paper documents</p> <p>KB5. Handling of skilled workforce</p> <p>KB6. Types of defects leading to rejections and their indicators, reasons and possible solutions.</p> <p>KB7. Potential problems in the warehouse operation.</p>

**Supervise warehouse activities**

	<p>KB8. Inventory management and FIFO compliance KB9. Knowledge of first aid treatment to respond to injuries. KB10. Effective time and human resource management</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. Express the ideas, lodge complaints and give suggestions through effective written communication. SA2. Write simple letters, email etc SA3. Fill up appropriate forms and activity logs in required format of the company 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 SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms SA8. Understand procedural guidelines</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>SA9. Express statements, opinions or information clearly so that others can hear and understand SA10. Respond appropriately to any queries SA11. Communicate with team members and other job owners SA12. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities. SA13. Disclose information only to those who have the right and need to know it.</p>
	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA14. Practice honesty with respect to company property and time SA15. Communicate with people in a form and manner and using language that is open and respectful SA16. 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>

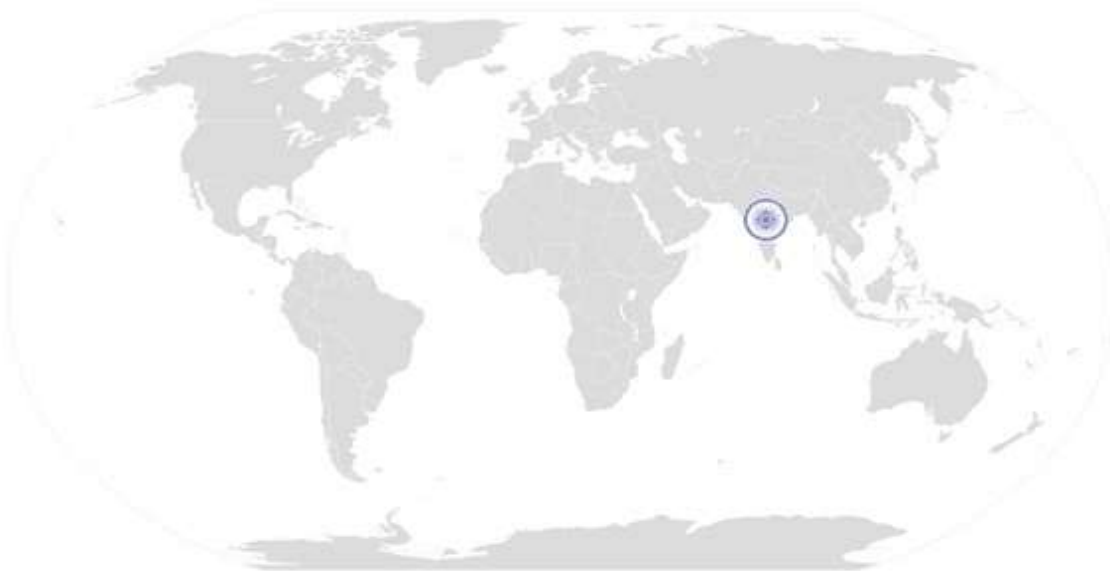
**Supervise warehouse activities**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA17. Take responsibility for completing one's own work assignment</p> <p>SA18. Take initiative to enhance/learn skills in one's area of work</p> <p>SA19. 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>SA20. Is open to new ways of doing things</p> <p>SA21. 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>SA22. Avoid absenteeism</p> <p>SA23. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA24. Work in disciplined factory environment</p> <p>SA25. Be punctual</p>
<b>B. Professional Skills</b>	<p><b>Material and Equipment Handling</b></p>
	<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)</p> <p>SB3. Handle record books, computer application and documents</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify the problems pertaining to the materialhandling and electrical equipments based on visual inspection and work efficiency</p> <p>SB2. Diagnose common problems in the warehouse operations</p> <p>SB3. Suggest improvements(if any) in process based on experience</p> <p>SB4. Optimal use of available space</p> <p>SB5. Handling emergency situations effectively</p>



## NOS Version Control

<b>NOS Code</b>	RSC / N 1610		
<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>	Storage & Warehousing	<b>Next review date</b>	02/12/15



[Back to QP](#)

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# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping

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

National Occupational Standard

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

### Carry Out Housekeeping Activities

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

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

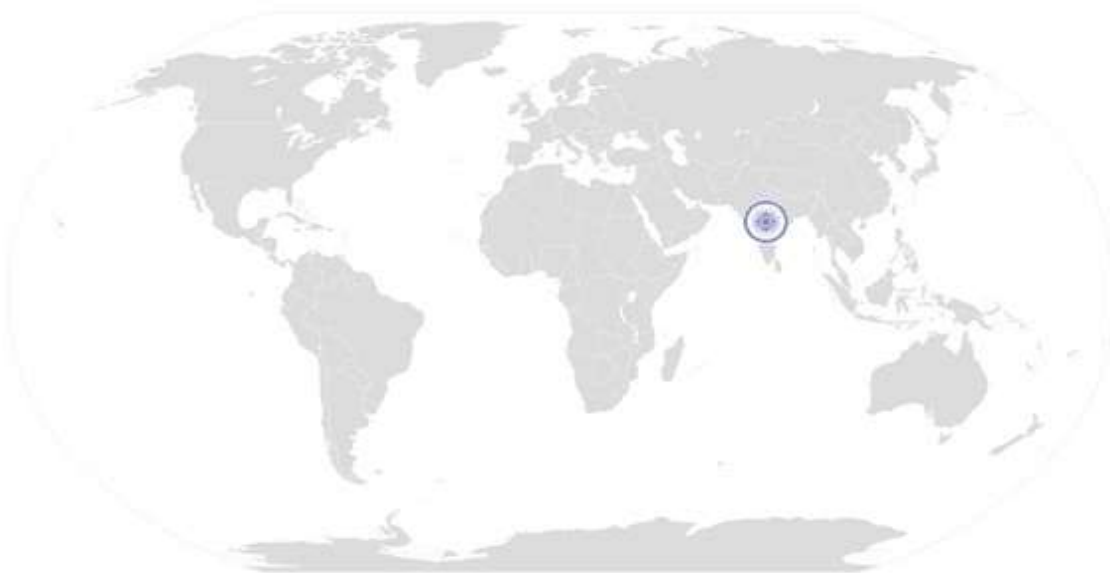
**Carry Out Housekeeping Activities**

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



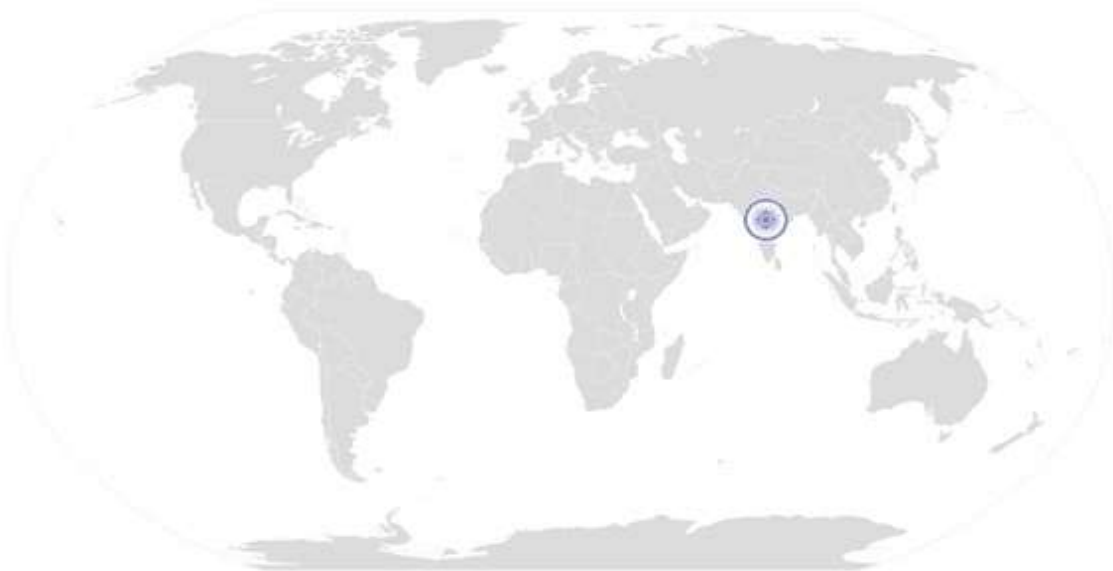


<b>NOS Code</b>	RSC / N 5001		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	04/06/14
<b>Industry Sub-sector</b>	Tyre and NonTyre	<b>Last reviewed on</b>	14/06/14
<b>Occupation</b>	Storage & warehousing	<b>Next review date</b>	14/06/15



[Back to QP](#)

# 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>

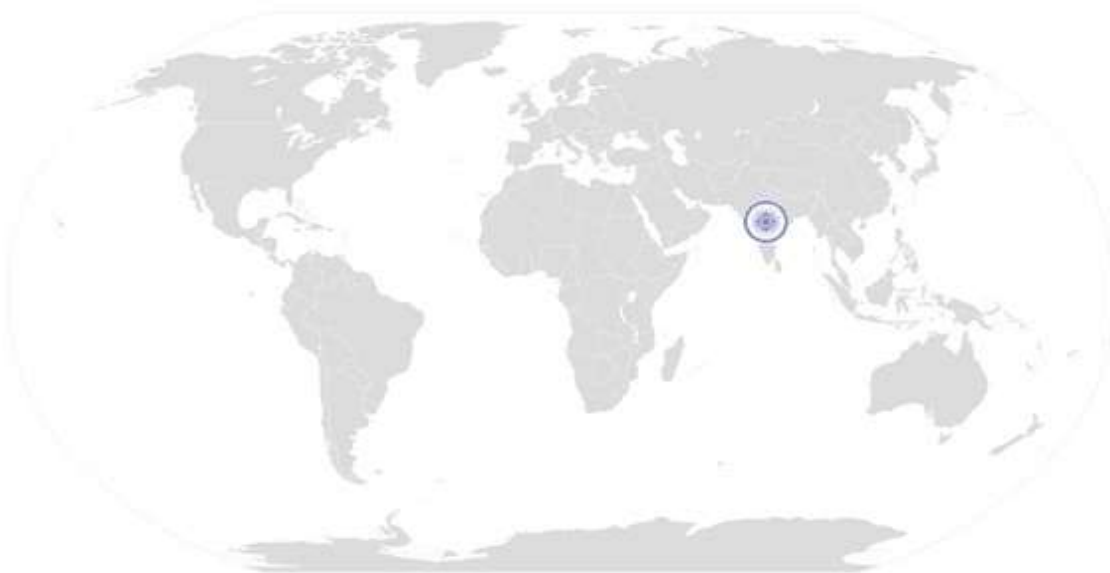
**To Carry Out Reporting And Documentation**

	<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

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



[Back to QP](#)



# 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

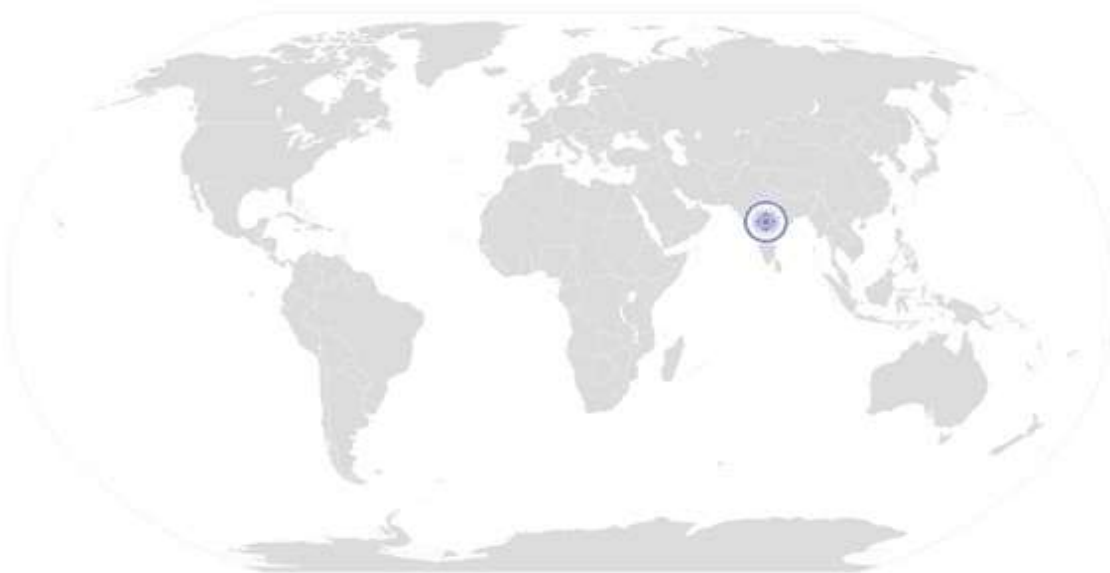
	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable 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>

## NOS Version Control

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



[Back to QP](#)

# 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>

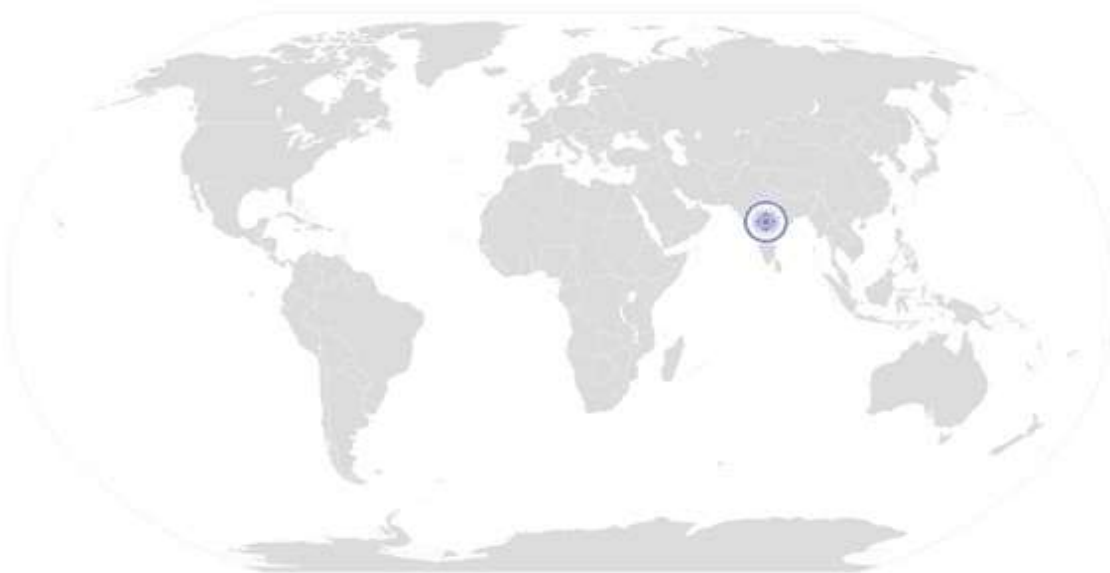
**To Carry Out Problem Identification And Escalation**

	<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>Storage &amp; warehousing</b>	<b>Next review date</b>	<b>14/06/15</b>


[Back to QP](#)

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Warehouse Supervisor

**Qualification Pack** RSC/ Q 1605

**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 1609 Organize manpower, tools	Equipme nt readiness	PC1. Ensure the availability of all required tools for movement of goods to and from warehouse to loading area for dispatch	3	3	0
		PC2. Ensure that the tools are clean and well maintained.	3	3	0
		PC3. Ensure proper functioning of equipments required for warehouse activities such as forklift or toe trucks	14	8	6

and equipme nt		PC4. Ensure the placement of the tools on a safe location.	2	0	2	
	Manpow er Readines s	PC5. Ensure that the manpower required for performing warhouse activities are available.	3	3	0	
		PC6. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.	3	3	0	
		PC7. Delegate the task and inform the team members well in time about the movement of the goods to and from warehouse	3	3	0	
		PC8. Train the manpower for handling emergency situations	2	2	0	
		PC9. Resolving issues (if any) among the team members	2	2	0	
	Area readiness	PC10. Inspect the cleanliness of the warehouse	11	3	8	
		PC11. Ensure warehouse area is maintained at appropriate temperature and other conditions are maintained according to the requirement for different products	8	0	8	
		PC12. Ensure material safety in the warehouse from water, fire, insects, rodents, etc.	6	6	0	
		PC13. All water leakages must be plugged to protect the product	6	0	6	
		PC14. Ensure that the approach path from the storage to warehouse and from warehouse to the dispatch is free of impediments or obstructions	3	3	0	
		PC15. Get the timely checking of safety tools done (fire extinguisher, spray etc.)	3	3	0	
		PC16. Arrange fork lift, trolleys or toe truck for moving goods	4	0	4	
		PC17. Ensure the marking of exit floor line with reflector	3	3	0	
	Health & Safety	PC18. Ensure proper material handling equipments ( forklift, toe trucks and trolleys)	7	4	3	
		PC19. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).	7	4	3	
		PC20. Manage first aid, general medication etc. of the team members	1	1	0	
		PC21. Arrange for hospitalization in case of accident	1	1	0	
		PC22. Ensure no tampering of safety ropes/switches/extinguishers/alarms	3	3	0	
		PC23. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	2	2	0	
				100	60	40
	RSC / N 1610 Supervise warehous	Operatio n	PC1. Organize required workforce in each area of his supervision .	7	3	4
			PC2. Ensure that the required material and tools are available and manage continuous uninterrupted flow of requirements as the process is on –to avoid delays	6	3	3
PC3. Ensure that the mechanical /electrical equipments in use are trouble free and any problems			14	4	10	

e activities		addresses at the earliest or alternate provided to keep the efficiency levels high				
		PC4. Ensure miscellaneous stores items such as brooms,rags, other cleaning tools, hand wash soap etc. are readily available for workforce and cleaning	5	0	5	
		PC5. Ensure the provision of adequate workspace and clear passage for movement of incoming and out going finished products	3	3	0	
		PC6. Ensure the performance standards of workforce by regular monitoring of their job and providing training	2	2	0	
		PC7. Ensure no mishandling of products	6	0	6	
	Record Maintenance and Reporting		PC8. Ensure all the incoming and outpoint product details are properly recorded in the forms/formats/log books/computers	16	4	12
			PC9. Paper /computer documents for receipt and dispatch must be complete and traceable in all respect	11	3	8
			PC10. Maintain records of the team members for work done, availability in shift, working hours etc	6	6	0
	Health & Safety		PC11. Ensure proper handling of products and material handling equipments to avoid any injury/accident	10	4	6
			PC12. Arrange for hospitalization in case of accident	2	2	0
			PC13. Manage first aid, general medication etc. of the team members	2	2	0
			PC14. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)	8	2	6
			PC15. 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/N500 1 To Carry Out Housekeeping	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
	General	PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
		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/N500 2 To Carry Out Reporting And Documentation	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/N500 3 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/N500 4 To Carry Out Problem Identification And Escalatio	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

n		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
		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