

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- Rubber Plantation Manager

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Natural Rubber (NR) Plantation

OCCUPATION: Production -NR

REFERENCE ID: RSC/ Q 6105

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Rubber Plantation Manager is in overall charge and responsible for all activities relating to the plantation. He should manage the plantation most scientifically, ensure the health of the plantation, optimum production, maintain discipline among the work force, and reduce expenditure to the minimum possible. He should also ensure that available natural resources in the plantation are optimally utilized and quality of the produce from the plantation is maintained at the highest level.

Personal Attributes: He should be honest, dedicated, hard working and quick decision maker. He should also be vigilant all the time, capable of planning and implementing various activities, and diplomatic in his approach towards people and problems. He should possess good leadership quality; coordination and analytical skill.

Qualifications Pack for Rubber Plantation Manager

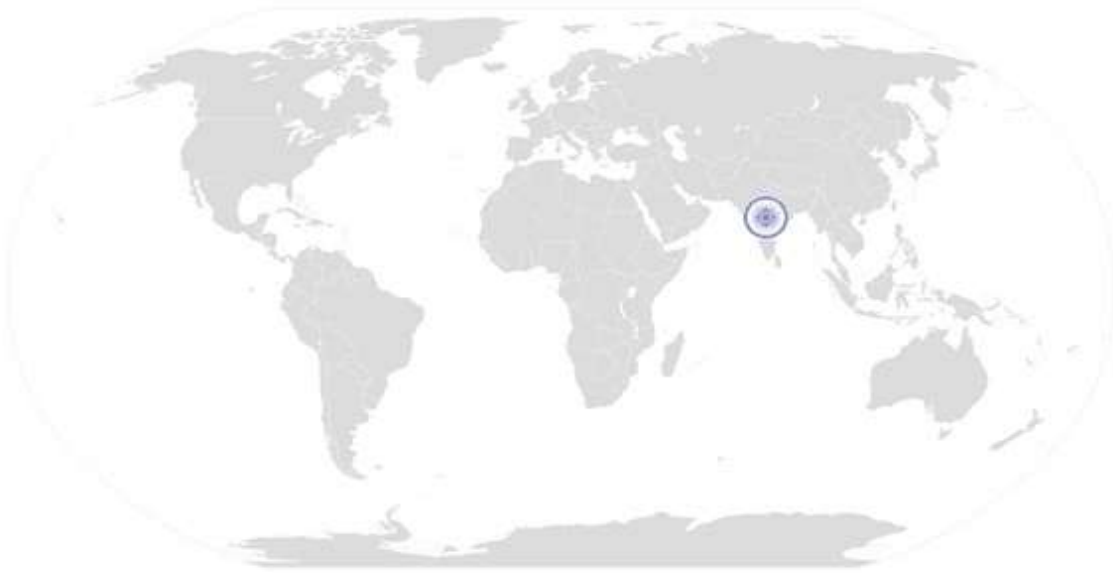
Job Details

Qualifications Pack Code	RSC/ Q 6105		
Job Role	Rubber Plantation Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Rubber Industry	Drafted on	22/06/2015
Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017
NSQC Clearance on	20/07/2015		

Job Role	Rubber Plantation Manager
Role Description	Rubber Plantation Manager is in overall charge and responsible for all activities relating to the plantation. He should manage the plantation most scientifically, ensure the health of the plantation, optimum production, maintain discipline among the work force, and reduce expenditure to the bare minimum. He should also ensure that available natural resources in the plantation are optimally utilized and quality of the produce from the plantation is maintained at the highest level.
NSQF level	4
Minimum Educational Qualifications*	Graduate in any discipline with MBA. From a recognized university.
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	1. Training in all aspects of rubber plantation management from nursery to latex processing conducted by Rubber Board or any other recognize agency.
Minimum Job Entry Age	18 years
Experience	Minimum 5 years' experience in rubber plantations <i>in</i> the managerial cadre.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/N 6105 Rubber Plantation Management RSC/N 6106 Production Management RSC/N 5005 Natural Resource Management RSC/N 5006 Provide feedback to higher authorities RSC/N 5010 Documentation and office management and welfare RSC/N 5009 Human Resource Management & welfare RSC/N 5003 To carry out quality checks Optional: NA
Performance Criteria	As described in the relevant OS units

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

National Occupational Standard



Overview

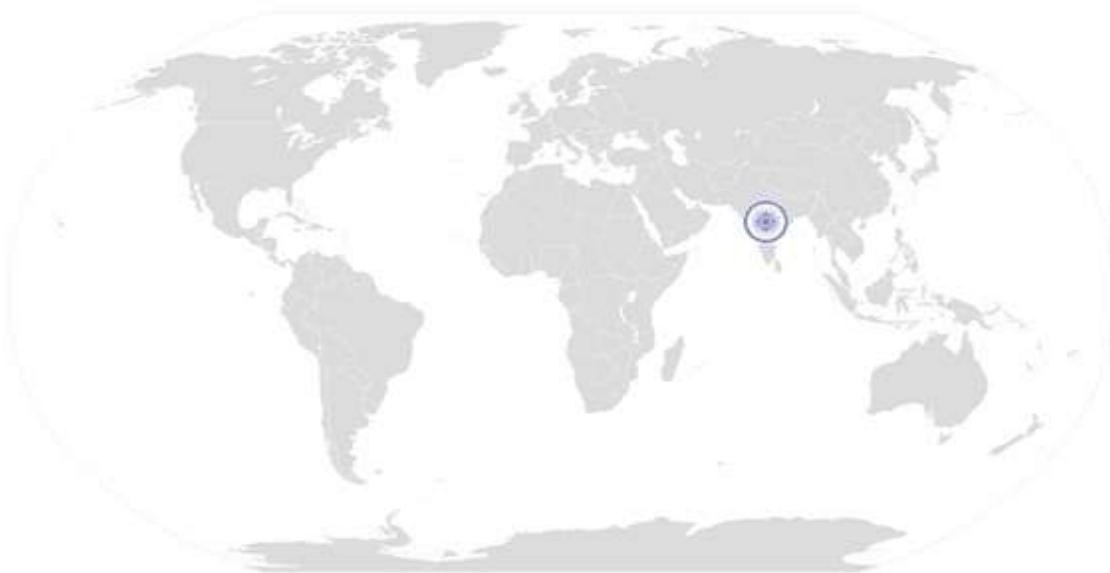
This unit is about rubber plantation management.

Unit Code	RSC / N 6105
Unit Title (Task)	Rubber Plantation Management
Description	This unit is about the Rubber Plantation Management.
Scope	<p>This unit /task covers the following:</p> <ul style="list-style-type: none"> • Establishing rubber nursery • Pre- planting/planting and plantation maintenance operations. • Cover crop and disease management. • Arranging refresher training to tappers/supervisors
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Raising of Nursery	<p>To be competent, the user/individual on the job must be aware of :</p> <p>PC1.Collection of good quality seeds and germination of seeds on special beds PC2.Purchase of LDPE bags of the required size, making of required holes, filling with top soil and placing in trenches PC3.Purchase of root trainer cups of the required size, filling with treated coir pith mixture and placing in beds PC4. Planting of germinated seeds/ budded stumps as the case may be. PC5. Pulling of the cup, stumping of roots and hardening process on specially designed metallic stands PC6. Shading, weeding, manuring and irrigation PC7.Planting of bud wood/ mother plants of desired clones, pruning and scientifically cutting back the plants</p>
Pre-planting, planting and other cultural operations	<p>PC8.Clearing of land, tracing of estate road, formation of estate roads, contour lining in sloppy lands/square spacing in flat lands PC9. Terracing, soil bunds/stone bunds in steep lands, modification of terraces/ bunds, pitting, refilling basal manuring. PC10.Selection of quality planting material having uniform growth for planting.</p>
Cover crop and disease management	<p>PC11.Cover crop establishment and its maintenance PC12.Plant protection, pruning and branch induction PC13. Seed treatment, disease and pest management PC14.Prophylactic measures against various leaf/stem/root diseases. PC15. Application of fungicides, weedicides and pesticides PC16. Proper usage of different types of fertilizers</p>

B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to take decisions on :-</p> <ul style="list-style-type: none"> SB1. Planting schedule/mechanization, tapping intensity, adoption of CUT, yield stimulation SB2. Variety and type of planting material SB3. Minimizing expenditure SB4. Purchase of inputs (supplier, rate etc) tools/ implements.
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:-</p> <ul style="list-style-type: none"> SB5 .Plan and organize the planting schedule. SB6. Organize labour requirement SB7. Assess requirement of planting material and other inputs. SB8. Arrange for pesticides, fungicides and weedicides required for plant protection
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:-</p> <ul style="list-style-type: none"> SB9. Ensure production of quality product for the customers.
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB10. Tackle the problems related to crop and disease management. SB11. Use fertilizers in appropriate quantity and timely manner. SB12. Use the available planting space in optimal manner to achieve maximum production
	Analytical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB13. Carry out modification of terraces/bunds SB14. Select the best quality of seeds and planting material SB15. Analyze various factors and to increase the production and productivity at minimum expenditure. 	
Critical Thinking	

The user/individual on the job needs to know and understand how to:

SB15. Apply, analyze and evaluate the information gathered from observations, experience, reasoning and communication as a guide to thought and action.



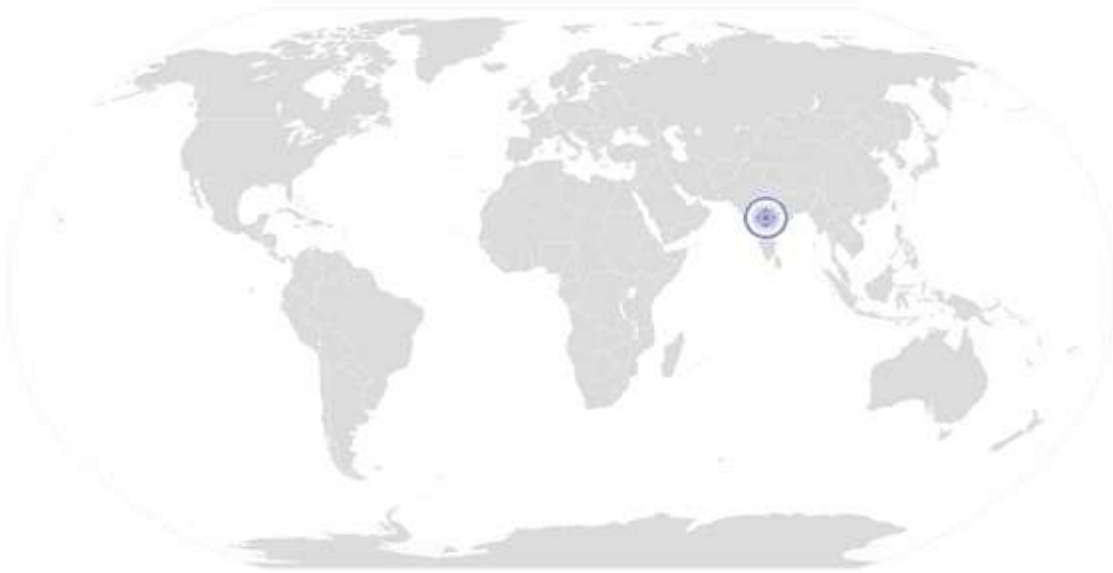
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NOS Version Control

NOS Code	RSC/ N 6105		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



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Overview

This unit is about production management.

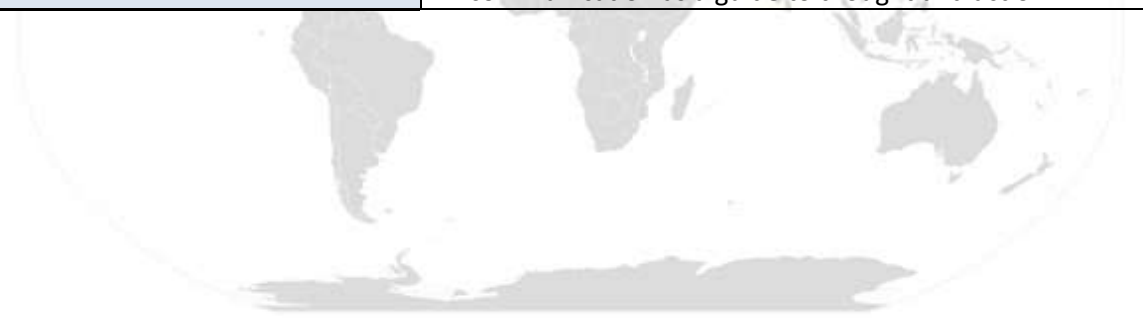
Unit Code	RSC /N 6106
Unit Title (Task)	Production Management
Description	This unit is about the production management.
Scope	This unit /task covers the following: <ul style="list-style-type: none"> • Harvesting and processing • Marketing • Additional income generation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Harvesting and Processing	<p>To be competent, the user/individual on the job must be aware of:</p> <p>PC1. Measuring of girth, selection of tappable trees and their marking PC2. Method of fixing spout and use of cup hanger/cup PC3. Importance of adoption of low frequency tapping (LFT). PC4. Rain guarding using polythene sheet/tapping shade. PC5. Yield stimulation using latex stimulant preparations as per recommendations. PC6. Importance of panel protection PC 7. Adoption of controlled upward tapping (CUT) as per recommendation PC8. Adoption of intensive tapping in aged trees. PC9. Methods of collection of latex/ tree lace/shell scrap/earth scrap. PC10. Processing of the field latex to cenex /ribbed smoked sheet (RSS)/ pale latex crepe (PLC)/technically specified rubber (TSR)etc PC11. Processing of tree lace/shell scrap/earth scrap to various forms of crump/crepe rubber.</p>
Marketing	<p>PC11. Proper packing and stocking of the processed rubber. PC12. Sale of the produce at competitive rates. PC13. Sale of old rubber trees at competitive rates while replanting.</p>
Additional income generation	<p>PC14. Sources of generating additional income in the plantation through intercropping, bee keeping, rubber seeds, cover crop seeds and farm tourism PC15. Management of such additional activities w.r.t production, collection, harvesting and marketing</p>
Knowledge and Understanding (K)	

Production Management

	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand :</p> <ul style="list-style-type: none"> SA5. Updating of knowledge by reading newspapers, farm magazines, brochures etc. SA6. Technical literature related to pesticides, weedicides, fungicides, fertilizers and other chemicals. SA7. Instructions and notices from the management. SA8. Agreements with labour unions and with other agencies
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA9. Be a good listener SA10. Communicate effectively with superiors and Colleagues. SA11. Communicate with innovative farmers, extension officers and experts. SA12. Communicate clearly and effectively with various stake holders.
	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to take decisions on :-</p> <ul style="list-style-type: none"> SB1. Tapping schedule, tapping intensity, adoption of CUT and yield stimulation SB2. Collection, packing and stocking of produce SB3. Intercrops and other activities for additional income generation in the plantation SB4. Marketing of the produce and sale of old trees (buyer, rate etc.).
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:-</p> <ul style="list-style-type: none"> SB5 .Plan and organize the tapping schedule. SB6. Organize labour for harvesting SB7. Assess requirement of various tools and other inputs. SB8. Arrange for proper collection of produce SB9. Prepare strategy on processing depending upon the market trends. SB10. Sell the produce depending on the market trends.
D. Professional Skills	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:-</p> <ul style="list-style-type: none"> SB11. Provide best quality products at competitive rates.

Production Management

	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB12. Tackle the problems related to harvesting and processing. SB13. Resolve issues with the buyers
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB14. Arrange for refresher programmes to make the team updated with modern trends of harvesting and processing. SB15. Analyze various factors and increase the production and productivity at minimum expenditure SB16. Sell the product to maximize profits to the organization
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB17. Apply, analyze and evaluate the information gathered from observations, experience, reasoning and communication as a guide to thought and action.



NOS Version Control

NOS Code	RSC / N 6106		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production - NR	Next review date	22/06/2017



National Occupational Standard



Overview:

This unit is about Natural Resource Management.

Unit Code	RSC/ N 5005
Unit Title (Task)	Natural Resource Management
Description	This unit is about Natural Resource Management.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Natural resource management (Soil & water) • Waste management & health care • Inputs (chemicals and other materials) management
Performance Criteria(PC) w.r.t the scope	
Element	Performance Criteria
Natural resource management	<p>To be competent, the individual on the job must be able to know and understand :-</p> <p>PC1. The possibilities and causes for soil erosion PC2. Timely repairs/maintenance of terrace, silt pits, soil/stone bunds, to check soil/water erosion. PC3. Correct method of drainage making. PC4. Hedge maintenance. PC5. Protection of water source from pollution PC6. Rain water harvesting. PC7. Judicious use of water during irrigation. PC8. Mulching for soil and moisture conservation. PC9. Avoiding excess dosage of fertilisers and chemicals to minimise damage to soil microflora. PC10. Cover crop management.</p>
Waste management & Health care	<p>PC11. Importance of premise cleanliness PC12. Collection and storage of empty containers, worn out polythene bags, fertilizer bags etc from the field for reuse/disposal. PC13. Use of personal protective devices to minimize damages while using fungicides and other chemicals, weed cutter, chain saw etc. PC14. Timely detection and treatment for diseases to avoid over- dosage of chemicals. PC15. Prevention of diseases through appropriate management strategies to avoid excessive use of fungicides.</p>

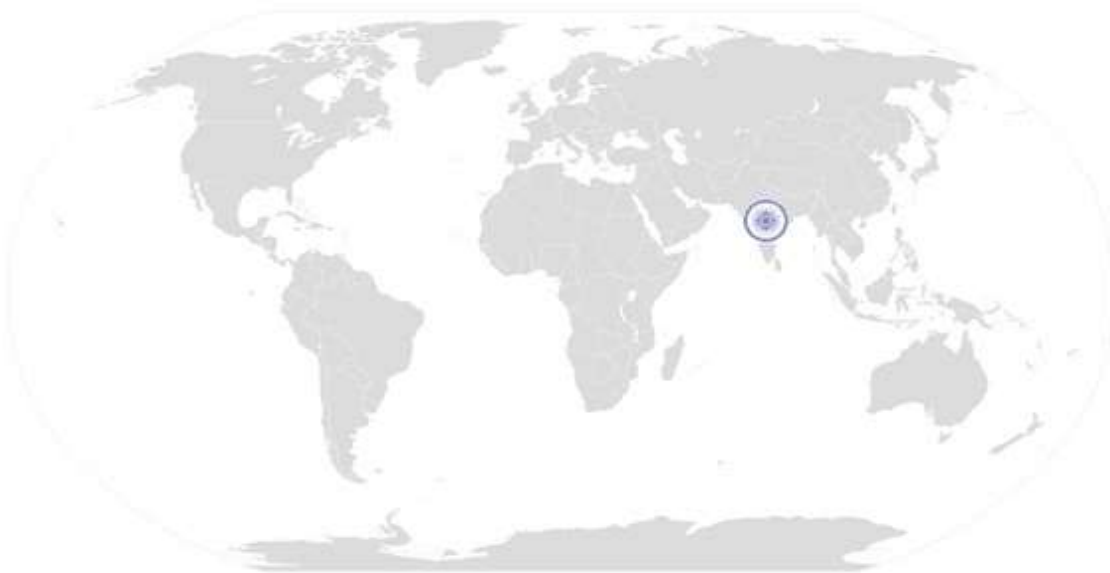
<p>Input (chemical) management</p>	<p>PC16. Destroy sources of mosquito breeding to control possible epidemics PC17. Awareness about consequences of chemical contamination. PC18. Use of chemical fertilizers and other chemicals only as per recommendations. PC19. Spraying & handlings of chemicals using hood, masks, gloves etc. PC20. Usage of organic and bio- fertilizers. PC21. Usage of plant growth hormones and bio-control measures against diseases.</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1.The environment policies of the management KA2. Environmental pollution and control measures as practiced in the estate. KA3. Instructions regarding environmental hygiene and health care.</p>
<p>B. Technical knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Importance of conservation of natural resources. KB2. Impact of soil erosion on fertility of soil KB3. Judicious use of water and effective irrigation techniques. KB4. Judicious use of fertilizers and chemicals. KB5. Methods of soil manipulation with minimum erosion KB6. Methods of minimizing soil erosion KB7. Knowledge about appropriate Irrigation schedule and methods KB8. Types of fertilizers and methods of fertilizer application KB9. Importance of using organic and bio- fertilizers KB10. Fungicides, pesticides, herbicides and other chemicals and its dosages and methods of applications KB11. Operations of sprayers/dusters/weed cutter/chain saw. KB12. Operations of machines for irrigation KB13. Principles of waste management KB14. Usage of personal protective devices and their importance</p>
<p>Skills (S)</p>	

Natural Resource Management

A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Convey ideas and information clearly through written documents SA2. Write simple letters, requests, reports etc SA3. Prepare memos, agreements etc
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand the contents published in newspapers and farm magazines, brochures and labels. SA5. Read written instructions, memos, notices etc. SA6. Read, understand and interpret agreements with labour unions and other agencies
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: . SA7. Express statements, opinions or information clearly so that the receiver hear and understand . SA8. Respond appropriately to queries. SA9. Communicate effectively to Supervisor, office staff and other Workers.
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to SB1. Get timely repairs/maintenance of terrace, silt pits, soil/stone bunds done to check soil/water erosion. SB2. Timely detection and treatment for diseases to avoid over- dosage of chemicals.
	Plan and Organize
	The user/individual on the job needs to know and understand how to SB3. Use the available water resources optimally during irrigation and other works.
	Customer Centricity
	NA
Problem Solving	

Natural Resource Management

	The user/individual on the job needs to know and understand how to SB4. Prevention of diseases through appropriate strategies to avoid excessive use of fungicides.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to SB5. Save water resources such as rain water harvesting.
	Critical Thinking
	The user/individual on the job needs to know and understand how to SB6. Use fertilizers and chemicals judiciously without affecting the quality of natural resources

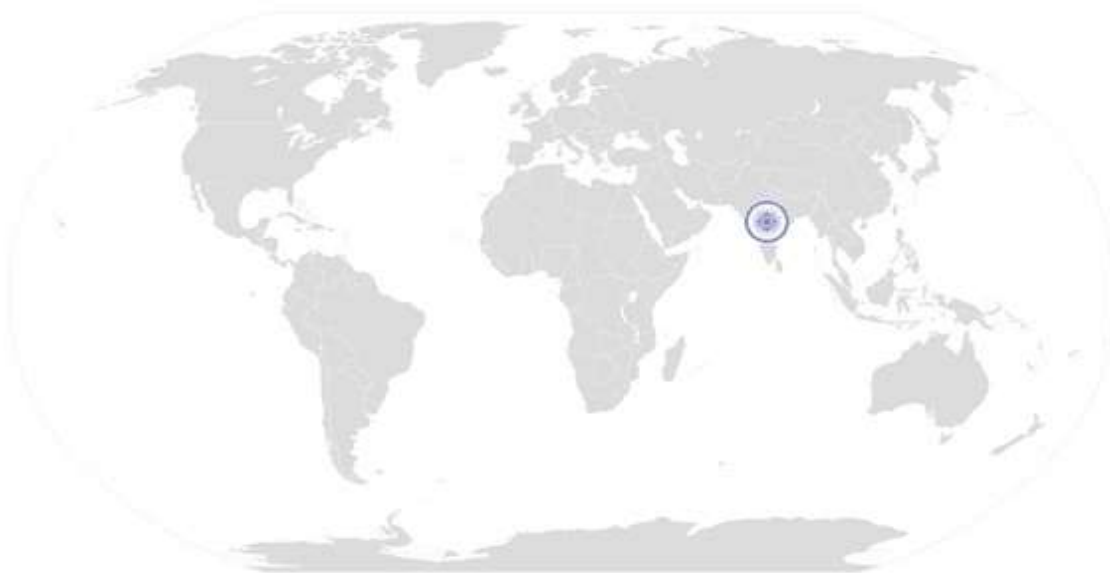


NOS Version Control

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Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



National Occupational Standard



Overview:

This unit is about providing feedback to higher authorities.

Unit Code	RSC/N 5006
Unit Title (Task)	Provide Feedback to Higher Authorities
Description	This unit is about providing feedback to higher authorities.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Feed back on innovations in practices/operations • Feed back on incidence of trouble shooting • Feed back on indigenous knowledge (IK)/ indigenous technical knowledge (ITK) for evaluation and adoption • Feed back on socio-economic problems • Feed back on conflicts • Feed back on shortages/surplus of inputs • Information on quality issues of inputs
Performance Criteria(PC) w.r.t the scope	
Element	Performance Criteria
Feed back on innovations	<p>To be competent, the individual on the job must be able to:</p> <p>PC1. Generate innovations through expertise PC2. Report to the higher authorities for trial, modifications and evaluation PC3. Implement/adopt the approved innovations</p>
Feed back on incidence of trouble shooting	<p>PC4. Identify the issues requiring trouble shooting. PC5. Report to the higher authorities for diagnosing and remedial action. PC6. Carry out protection measures. PC7. Report on the effectiveness of the control measures. PC8. Report on the effect of climatic factors on the functioning of the factory.</p>
Feed back on indigenous knowledge/ITK	<p>PC9. Identify appropriate location specific indigenous knowledge PC10. Report it to higher authorities for trial, evaluation and adoption with modifications, if any PC11. Report on the results of such trials</p>

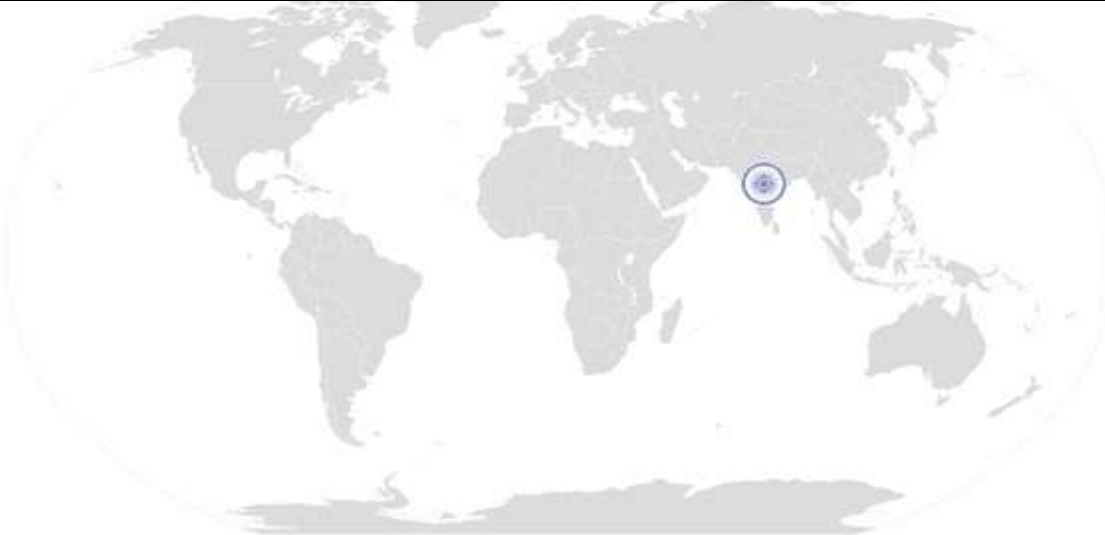
Provide Feedback to Higher Authorities

Feed back on socio-economic problems	PC12. Identify the socio-economic issues PC13. Report it to higher authorities for investigation and solution PC14. Extend possible help for solving such problems.
Feed back on conflicts	PC15. Aware of the conflict existing and its possible causes PC16. Report it to the higher authority for resolving the issues PC17. Extend possible help for solving the conflict
Feedback on inputs	PC18. Feed back on shortages/surplus of inputs PC19. Information on quality issues of inputs
Knowledge and Understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Importance of providing feedback for improvement KA2. Importance of indigenous knowledge for evolving/adopting location specific practices KA3. Rectification/solution of problems/conflicts for the smooth functioning of the factory.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The need for ammoniating field latex and what happens when it is centrifuged. KB2. About latex production from rubber plantation KB3. Impact of preventive maintenance on the performance of factory. KB4. The indigenous practices for adoption for better performance KB5. The local situations and come out with innovations through experience KB6. Problem/conflict identification KB7. Methods of reporting to higher authorities
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Prepare simple written documents to provide feedback to higher authorities SA2. Convey ideas/information clearly in writing
	Reading Skills

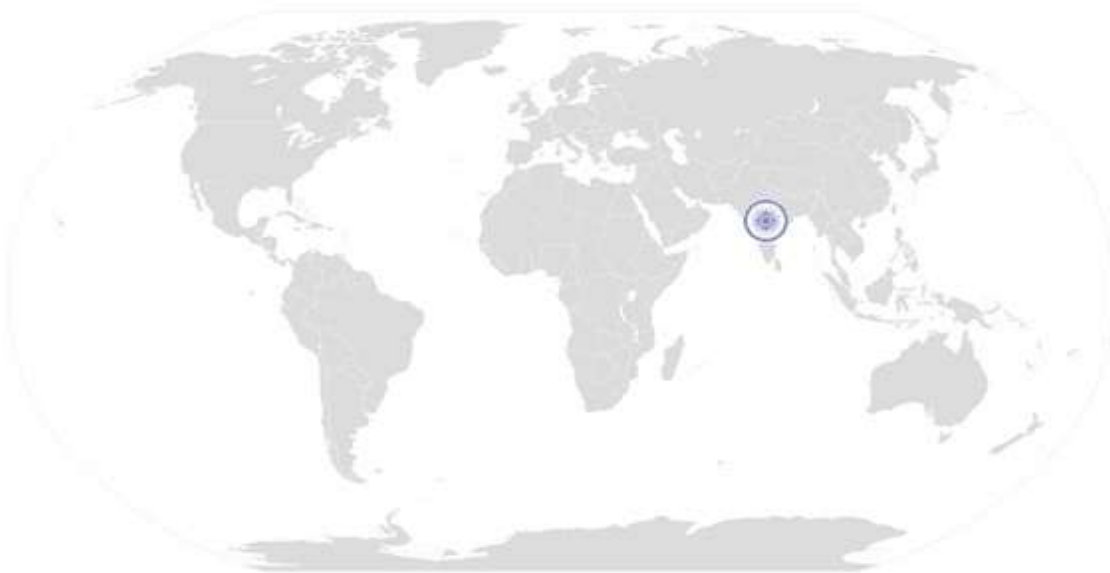
Provide Feedback to Higher Authorities

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand the contents published in newspaper and other publications</p> <p>SA4. Read and understand images, diagrams, leaflets etc</p> <p>SA5. Read written instructions, notices etc.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Express statements, opinions or information clearly so that the receiver can hear and understand properly.</p> <p>SA7. Respond appropriately to queries</p> <p>SA8. Communicate effectively to Factory Manager, Supervisor, Head worker , office staff and other workers</p>
<p>B. Professional skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify issues that should be reported to higher authorities and others which can be resolved at their level itself.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Provide feedback various issues through appropriate channel.</p> <p>Customer centricity</p> <p>NA</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Suggest their own point of view for resolving the issues reported.</p> <p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Report feedback to the higher authorities for trial, modifications and evaluation of innovations</p> <p>Critical Thinking</p> <p>NA</p>

NOS Code	RSC/ N 5006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Production	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about Documentation & Office Management

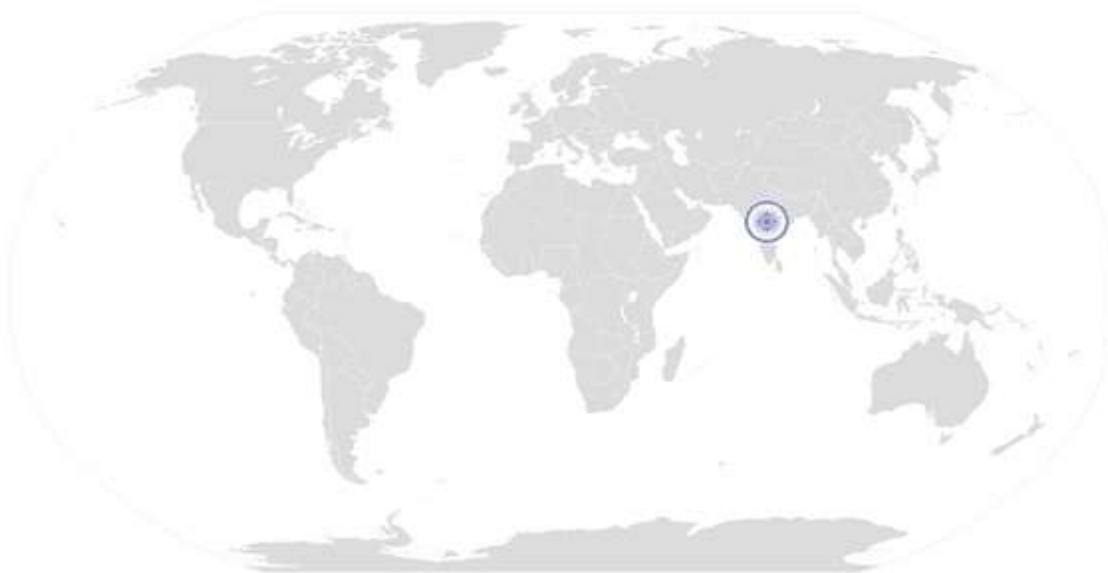
Unit Code	RSS/ N 5010
Unit Title (Task)	Documentation & Office Management
Description	This unit is about documentation & office management.
Scope	<p>This unit/task covers the following tasks:</p> <ul style="list-style-type: none"> • Office management • Account maintenance • Balance sheet & budget preparation • Input/equipment purchase & management • Data collection, analysis and documentation
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Office management	<p>To be competent, the individual on the job must be able to know and understand –</p> <p>PC1. General office procedures PC2. Record keeping and file maintenance PC3. Leave and allowance/wages rules PC4. Rules regarding workers' benefits PC5. Monitor office activities PC6. Maintenance of punctuality and discipline in the factory</p>
Account maintenance	<p>PC7. Dealing cash/effecting payments PC8. Proper accounting and book keeping PC9. Regulating expenditure as per fund allocation PC10. Income and expenditure statement preparation PC11. Profit/loss statements PC12. Operating bank account PC13. Disbursement of salary/wages</p>
Balance sheet & budget Preparation	<p>PC13. Annual budget preparation as per target PC14. Annual balance sheet preparation PC15. Annual EPF statements & other statutory statements</p>
Input/equipment purchase & management	<p>PC16. Assessment of input & equipment requirement PC17. Arrange for purchase, effective utilization & management of the resources PC18. Records of sales and purchases</p>

Data collection, analysis & documentation	PC19. Collection and recording of all data PC20. Compilation, analysis and documentation PC21. Documentation for publication, reporting and recording for future reference PC22. Correspondence with vendors, clients, govt. agencies and public PC23. Document notifications/letters from Government agencies and management
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Efficient management of office activities KA2. Planning and organizing activities through administrative and financial management KA3. Analyzing shortfall/achievement for further improvement KA4. Documentation for self-awareness and publication
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Office management procedures KB2. Finance management procedures KB3. Labour Act and Rules, welfare schemes etc. KB4. Insurance schemes KB5. EPF and other service rules KB6. Data collection, analysis and documentation KB7. Computer application- data processing, report typing etc.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Express ideas clearly through written document SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals, feedback to higher authorities SA4. Correspond with other institutions/department SA5. Report writing, computerization
	Reading Skills
The user/individual on the job needs to know and understand how to: SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications SA7. Read, understand and interpret various rules, schemes etc. SA8. Read and understand images, graphs, charts, diagrams etc. SA9. Read and understand articles and interpret	

Documentation and Office Management

	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Be a good communicator. SA11. Express statements, opinions or information clearly so that the receiver can hear and understand SA12. Respond appropriately to queries SA13. Communicate effectively to supervisors, employees and clients</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis SB3. Fix up tasks and allotment of the same SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Correspond effectively with clients relating to product delivery, payment and for communicating any other information.</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Solve problems related to documentation and office management SB9. Solve problems related to transportation, loading, unloading etc. SB10. Solve problems related to equipment and supply of inputs SB11. Solve problems among colleagues SB12. Diagnose problems and nip in the bud stage itself</p>
Analytical Thinking	

	<p>The user/individual on the job needs to know and understand how to: SB13. Suggest improvement over the present documentation and office management system</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: SB14. Take appropriate action/seek expert opinion to overcome critical situations</p>



NOS Version Control

NOS Code	RSC/ N 5010		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Production	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2015



National Occupational Standard



Overview

This unit is about Human Resource Management and Welfare

Unit Code	RSC/N 5009
Unit Title (Task)	Human Resource Management and Welfare
Description	This unit is about Human Resource Management and Welfare.
Scope	<p>This unit/task covers the following:</p> <p>Proficiency in -</p> <ul style="list-style-type: none"> • Basic management functions- planning, organizing, staffing, leading and controlling • Conflict management/ problem solving • Human resource planning • Human resource management • Human resource development • Implementing welfare programmes
Performance Criteria(PC)	
Element	Performance Criteria
Basic Management Functions	<p>To be competent, the individual on the job must be able to –</p> <p>PC1. Decide on the plans and take necessary steps to achieve the objectives</p> <p>PC2. Assign tasks and allocate resources to individuals</p> <p>PC3. Determine the manpower requirements and decide their placement.</p> <p>PC4. Motivate and lead the staff for timely achievements of the goals.</p> <p>PC5. Regularly monitor the progress of work</p>
Conflict Management/ Problem solving	<p>PC6. Identify the conflict/problem</p> <p>PC7. Diagnose the reason</p> <p>PC8. Develop solutions</p> <p>PC9. Implement and review</p>
Human Resource Planning & Management	<p>PC10. Place right type of people in right number at the right place</p> <p>PC11. Motivate the staff to increase turn over and improve quality</p> <p>PC12. Performance appraisal for human resource development</p>
Human Resource Development	<p>PC13. Assess training need for skill development</p> <p>PC14. Organize suitable training programmes for skill development/capacity building</p>

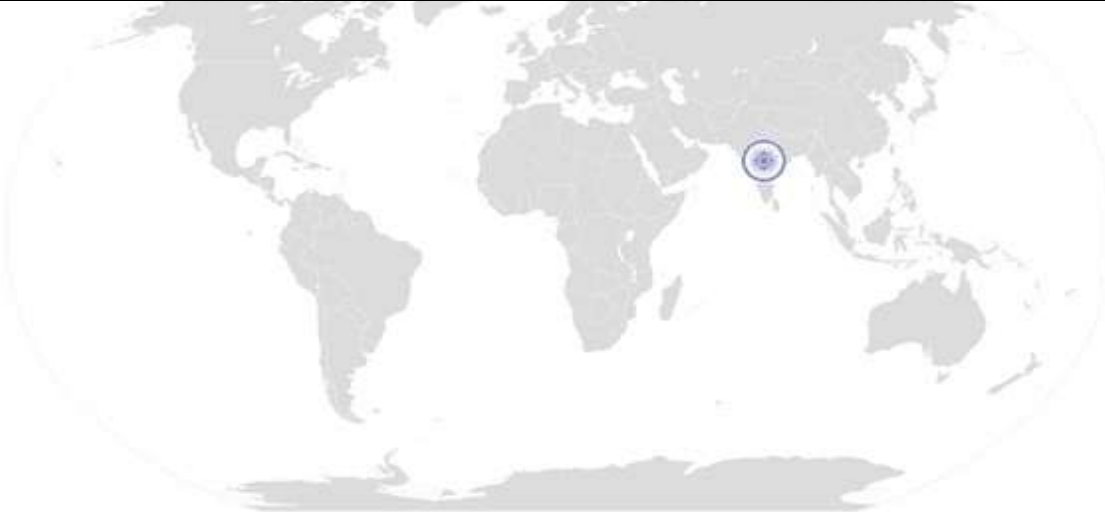
RSC / N 5009
Human Resource Management & Welfare

Implement welfare programmes	PC15. Implement EPF for workers PC16. Implement Group insurance schemes and health insurance PC17. Implement production linked incentive/bonus schemes PC18. Implement Housing and related welfare measures PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Management functions to achieve the envisaged target KA2. Importance of Human Resource Planning, Management and Development KA3. Role of workers in overall performance and achievements KA4. Importance of motivation through welfare programmes KA5. HR policies of the management
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Basic management functions and theories and their implementation KB2. Labour Act and rules, welfare schemes etc KB3. Insurance schemes KB4. EPF and other service rules
Skills (S) (Optional)	
C. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Express ideas clearly through written documents SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals, feed back to higher authorities SA4. Correspond with other institutions/department
	Reading Skills
The user/individual on the job needs to know and understand how to: SA5. Read and understand the contents published in manuals, newspaper and other publications SA6. Read, understand and interpret various rules, schemes etc SA7. Read and understand images, graphs, charts, diagrams etc	
	Oral Communication (Listening and Speaking skills)

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be a good communicator. SA9. Express statements, opinions or information clearly so that the receiver can hear and understand SA10. Respond appropriately to queries SA11. Communicate effectively to supervisor, office staff and workers</p>
D. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activates on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Take appropriate action/seek expert opinion to overcome critical situations</p>

NOS Version Control

NOS Code	RSC / N 5009		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production - NR	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about carrying out quality checks.

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

To carry out quality checks

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

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Arrive at proper decisions according to various situations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activates on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Take appropriate action/seek expert opinion to overcome critical situations

NOS Version Control

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber Plantation	Last reviewed on	22/06/2015
Occupation	Production - NR	Next review date	22/06/2017



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role

Rubber Plantation Manager

Qualification Pack

RSC/ Q 6105

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

Assessment Strategy			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theory	Practical
1. RSC / N 6105 (Rubber Plantation Management)	Raising of Nursery	PC1.Collection of good quality seeds and germination of seeds on special beds	10	2	8
		PC2.Purchase of LDPE bags of the required size, making of required holes, filling with top soil and placing in trenches	12	2	10
		PC3.Purchase of root trainer cups of the required size, filling with treated coir pith mixture and placing in beds	6	2	4

		PC4. Planting of germinated seeds/ budded stumps as the case may be.	12	0	12	
		PC5. Pulling of the cup, stumping of roots and hardening process on specially designed metallic stands	12	0	12	
		PC6. Shading, weeding, manuring and irrigation	4	0	4	
		PC7.Planting of bud wood/ mother plants of desired clones, pruning and scientifically cutting back the plants	2	0	2	
	Pre-planting, planting and other cultural operations	PC8.Clearing of land, tracing of estate road, formation of estate roads, contour lining in sloppy lands/square spacing in flat lands	2	2	0	
		PC9. Terracing, soil bunds/stone bunds in steep lands, modification of terraces/ bunds, pitting, refilling basal manuring.	2	2	0	
		PC10.Selection of quality planting material having uniform growth for planting	6	2	4	
	Cover crop and disease management	PC11.Cover crop establishment and its maintenance	2	2	0	
		PC12.Plant protection, pruning and branch induction	10	2	8	
		PC13. Seed treatment, disease and pest management	6	2	4	
		PC14.Prophylactic measures against various leaf/stem/root diseases.	2	2	0	
		PC15. Application of fungicides, weedicides and pesticides	2	2	0	
		PC16. Proper usage of different types of fertilizers	2	2	0	
		PC17.Making of fire belt, wind belt and support against wind	4	2	2	
	Refresher training Programmes	PC18. Arrange refresher training to tappers/supervisors in modern trends of tapping/cultural operations.	2	2	0	
		PC19. Evaluate their learning outcome	2	2	0	
			100	30	70	
	2. RSC / N 6106 (Production Management)	Harvesting and Processing	PC1. Measuring of girth, selection of tappable trees and their marking	12	2	10
			PC2. Method of fixing spout and use of cup hanger/cup	12	2	10
PC3. Importance of adoption of low frequency tapping (LFT).			2	2	0	
PC4. Rain guarding using polythene sheet/tapping shade.			12	2	10	
PC5. Yield stimulation using latex stimulant preparations as per recommendations.			2	2	0	

		PC6. Importance of panel protection	2	2	0	
		PC 7. Adoption of controlled upward tapping (CUT) as per recommendation	2	2	0	
		PC8. Adoption of intensive tapping in aged trees.	2	2	0	
		PC9. Methods of collection of latex/ tree lace/shell scrap/earth scrap.	2	2	0	
		PC10. Processing of the field latex to cenex /ribbed smoked sheet (RSS)/ pale latex crepe (PLC)/technically specified rubber (TSR)etc	2	2	0	
		PC11. Processing of tree lace/shell scrap/earth scrap to various forms of crump/crepe rubber	2	2	0	
	Marketing	PC12. Proper packing and stocking of the processed rubber.	15	0	15	
		PC13. Sale of the produce at competitive rates	17	2	15	
		PC14. Sale of old rubber trees at competitive rates while replanting.	12	2	10	
	Additional income generation	PC15. Sources of generating additional income in the plantation through intercropping, bee keeping, rubber seeds, cover crop seeds and farm tourism	2	2	0	
		PC16. Management of such additional activities w.r.t production, collection, harvesting and marketing	2	2	0	
			100	30	70	
	RSC/ N 5006 (Natural Resource Management)	Natural resource management	PC1. The possibilities and causes for soil erosion	4	4	0
			PC2. Timely repairs/maintenance of terrace, silt pits, soil/stone bunds, to check soil/water erosion	4	4	0
			PC3. Correct method of drainage making	4	4	0
PC4. Hedge maintenance			4	4	0	
PC5. Protection of water source from pollution			4	4	0	
PC6. Rain water harvesting			8	4	4	
PC7. Judicious use of water during irrigation			4	4	0	
PC8. Mulching for soil and moisture conservation.			4	4	0	
PC9. Avoiding excess dosage of fertilisers and chemicals to minimise damage to soil microflora.			10	4	6	
PC10. Cover crop management			4	4	0	
Waste		PC11. Importance of premise cleanliness	4	4	0	

	managem nt & Health care	PC12. Collection and storage of empty containers, worn out polythene bags, fertilizer bags etc from the field for reuse/disposal	4	4	0
		PC13. Use of personal protective devices to minimize damages while using fungicides and other chemicals, weed cutter, chain saw etc.	8	4	4
		PC14. Timely detection and treatment for diseases to avoid over- dosage of chemicals.	5	5	0
		PC15. Prevention of diseases through appropriate management strategies to avoid excessive use of fungicides	5	5	0
	Input (chemical) managem nt	PC16. Destroy sources of mosquito breeding to control possible epidemics	5	5	0
		PC17. Awareness about consequences of chemical contamination	5	5	0
		PC18. Use of chemical fertilizers and other chemicals only as per recommendations.	8	2	6
		PC19. Spraying & handlings of chemicals using hood, masks, gloves etc.	2	2	0
		PC20. Usage of organic and bio- fertilizers.	2	2	0
		PC21. Usage of plant growth hormones and bio-control measures against diseases.	2	2	0
		100	80	20	
RSC/N 5007 (Feed back to Higher Authorities)	Feed back on innovations	PC1. Generate innovations through expertise	0	0	0
		PC2. Report to the higher authorities for trial, modifications and evaluation	0	0	0
		PC3. Implement/adopt the approved innovations	8	8	0
	Feed back on incidence of trouble shooting	PC4. Identify the issues requiring trouble shooting.	12	6	6
		PC5. Report to the higher authorities for diagnosing and remedial action.	12	6	6
		PC6. Carry out protection measures.	16	6	10
		PC7. Report on the effectiveness of the control measures.	12	4	8
	Feed back on indigenous knowledge/ ITK	PC8. Report on the effect of climatic factors on the functioning of the factory.	4	4	0
		PC9. Identify appropriate location specific indigenous knowledge	4	4	0
		PC10. Report it to higher authorities for trial, evaluation and adoption with modifications, if any	0	0	0
	PC11. Report on the results of such trials	0	0	0	

	Feed back on socio-economic problems	PC12. Identify the socio-economic issues	4	4	0
		PC13. Report it to higher authorities for investigation and solution	4	4	0
		PC14. Extend possible help for solving such problems.	4	4	0
	Feed back on conflicts	PC15. Aware of the conflict existing and its possible causes	4	4	0
		PC16. Report it to the higher authority for resolving the issues	4	4	0
		PC17. Extend possible help for solving the conflict	4	4	0
	Feedback on inputs	PC18. Feed back on shortages/surplus of inputs	4	4	0
		PC19. Information on quality issues of inputs	4	4	0
			100	70	30
5. RSS/ N 5008 (Documentation & Office Management)	Office management	PC1. General office procedures	0	0	0
		PC2. Record keeping and file maintenance	4	3	1
		PC3. Leave and allowance/wages rules	4	4	0
		PC4. Rules regarding workers' benefits	4	4	0
		PC5. Monitor office activities	4	4	0
		PC6. Maintenance of punctuality and discipline in the factory	4	4	0
	Account maintenance	PC7. Dealing cash/effecting payments	4	3	1
		PC8. Proper accounting and book keeping	5	4	1
		PC9. Regulating expenditure as per fund allocation	5	4	1
		PC10. Income and expenditure statement preparation	5	4	1
		PC11. Profit/loss statements	5	4	1
		PC12. Operating bank account	5	4	1
		PC13. Disbursement of salary/wages	5	4	1
	Balance sheet & budget Preparation	PC14. Annual budget preparation as per target	5	4	1
		PC15. Annual balance sheet preparation	5	4	1
		PC16. Annual EPF statements & other statutory statements	5	4	1
	Input/equipment	PC17. Assessment of input & equipment requirement	4	4	0
		PC18. Arrange for purchase, effective utilization & management of the resources	4	3	1

	purchase & management	PC19. Records of sales and purchases	4	3	1
	Data collection, analysis & documentation	PC20. Collection and recording of all data	3	3	0
		PC21. Compilation, analysis and documentation	4	4	0
		PC22. Documentation for publication, reporting and recording for future reference	4	4	0
		PC23. Correspondence with vendors, clients, govt. agencies and public	4	3	1
		PC24. Document notifications/letters from Government agencies and management	4	3	1
			100	85	15
6. RSC/N 5009 (Human Resource Management and Welfare)	Basic Management Functions	PC1. Decide on the plans and take necessary steps to achieve the objectives	0	0	0
		PC2. Assign tasks and allocate resources to individuals	15	5	10
		PC3. Determine the manpower requirements and decide their placement.	15	5	10
		PC4. Motivate and lead the staff for timely achievements of the goals.	4	4	0
		PC5. Regularly monitor the progress of work	4	4	0
	Conflict Management/ Problem solving	PC6. Identify the conflict/problem	4	4	0
		PC7. Diagnose the reason	4	4	0
		PC8. Develop solutions	4	4	0
		PC9. Implement and review	4	4	0
	Human Resource Planning & Management	PC10. Place right type of people in right number at the right place	4	4	0
		PC11. Motivate the staff to increase turn over and improve quality	4	4	0
		PC12. Performance appraisal for human resource development	10	5	5
	Human Resource Development	PC13. Assess training need for skill development	4	4	0
		PC14. Organize suitable training programmes for skill development/capacity	4	4	0
	Implement welfare programme	PC15. Implement EPF for workers	4	4	0
PC16. Implement Group insurance schemes and health insurance		4	4	0	
PC17. Implement production linked incentive/bonus schemes		4	4	0	

	S	PC18. Implement Housing and related welfare measures	4	4	0
		PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules	4	4	0
			100	75	25
7. RSC / N 5003 (To carry out quality checks)	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	5	5	0
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	16	6	10
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	6	0
		PC4. Identify potential causes of non-conformities to quality assurance standards	6	6	0
		PC5. Identify impact on final product due to non-conformance to company standards	6	6	0
		PC6. Evaluating the need for action to ensure that problems do not recur	5	5	0
		PC7. Suggest corrective action to address problem	5	5	0
		PC8. Review effectiveness of corrective action	5	5	0
	Reporting	PC9. Interpret the results of the quality check correctly	16	6	10
		PC10. Take up results of the findings with QC in charge/appropriate authority.	5	5	0
		PC11. Take up the results of the findings within stipulated time	5	5	0
		PC12. Record of results of action taken	5	5	0
		PC13. Record adjustments not covered by established procedures for future reference	5	5	0
		PC14. Review effectiveness of action taken	5	5	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	5	5	0
			100	80	20