

## 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

#### Contact Us:

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

E-mail:  
info@rsdcindia.in



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### Introduction

### Qualifications Pack- Manager Rubber Sheeting

**SECTOR:** RUBBER PLANTATION INDUSTRY

**SUB-SECTOR:** Natural Rubber (NR) Plantation

**OCCUPATION:** Production-NR

**REFERENCE ID:** RSS/ Q 6115

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

**Brief Job Description:** Manager – Sheet Making, is in overall charge of rubber sheet making and effluent treatment in a rubber sheet making factory or plantation. He controls and coordinates all processing activities, HR management/welfare, documentation and office management. Quality assurance of sheets produced, its scientific storage, grading and packing are also his responsibilities.

**Personal Attributes:** He should have leadership qualities and coordinating skills. He should be concerned about the quality aspects and good at managing the work force. He should have knowledge about scientific sheet processing procedure, sorting, grading and packing as per the international standards.

## Qualifications Pack For Manager-Rubber Sheeting

|             |                                 |                                  |                         |                   |
|-------------|---------------------------------|----------------------------------|-------------------------|-------------------|
| Job Details | <b>Qualifications Pack Code</b> | <b>RSS/ Q 6115</b>               |                         |                   |
|             | <b>Job Role</b>                 | <b>Manager- Rubber Sheeting</b>  |                         |                   |
|             | <b>Credits(NSQF)</b>            | <b>TBD</b>                       | <b>Version number</b>   | <b>1.0</b>        |
|             | <b>Sector</b>                   | <b>Rubber Industry</b>           | <b>Drafted on</b>       | <b>22/06/2015</b> |
|             | <b>Sub-sector</b>               | <b>Natural Rubber Plantation</b> | <b>Last reviewed on</b> | <b>22/06/2015</b> |
|             | <b>Occupation</b>               | <b>Production- NR</b>            | <b>Next review date</b> | <b>22/06/2017</b> |
|             | <b>NSQC Clearance on</b>        | <b>20/07/2015</b>                |                         |                   |

| <b>Job Role</b>   | <b>Manager- Rubber Sheeting</b>  |
|---|--|
| <b>Role Description</b>                                 | Manager – Sheet Making, is in overall charge of rubber sheet making and effluent treatment in a rubber sheet making factory or plantation. He controls and coordinates all processing activities, HR management/welfare, documentation and office management. Quality assurance of sheets produced, its scientific storage, grading and packing are also his responsibilities.   |
| <b>NSQF level</b>                                       | 6  |
| <b>Minimum Educational Qualifications*</b>              | Graduate in Botany/Chemistry & Basic knowledge of computer operations (MS Office, Excel, PowerPoint etc.)  |
| <b>Maximum Educational Qualifications*</b>              |  |
| <b>Training</b><br>(Suggested but not mandatory)        | Training in Scientific RSS processing, quality control and pollution control conducted by Rubber Board or any other approved agency.   |
| <b>Minimum Job Entry Age</b>                            | 18 years   |
| <b>Experience</b>                                       | Minimum 2 years experience in a reputed RSS processing factory   |
| <b>Applicable National Occupational Standards (NOS)</b> | <b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">RSS/ N 6121 (Managing the Processing Procedure)</a></li> <li><a href="#">RSS/ N 5003 (To carry out quality checks)</a></li> <li><a href="#">RSS/ N 5009 (Human Resource Management and welfare)</a></li> <li><a href="#">RSS/ N 5010 (Documentation &amp; Office management)</a></li> <li><a href="#">RSS/ N 5011 (Problem identification and solving)</a></li> </ol> <b>Optional:</b><br>NA |
| <b>Performance Criteria</b>                             | As described in the relevant OS units.   |

*Qualifications Pack For Manager-Rubber Sheeting*

**Definitions**

| 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 managing production of sheet rubber and the effluent.

## Managing the Processing Procedure

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| <b>Unit Code</b>  | <b>RSS/ N 6121</b>  |
| <b>Unit Title (Task)</b>                                  | <b>Managing the Processing Procedure</b>  |
| <b>Description</b>  | This unit is about managing production of sheet rubber and the effluent.  |
| <b>Scope</b>  | <p>This unit/task covers the following :</p> <ul style="list-style-type: none"> <li>• Operations involved in RSS Processing</li> <li>• Rectification of defects that may appear in sheets</li> <li>• Sorting and grading</li> <li>• Packing and storage</li> <li>• Availability of utilities and safety</li> <li>• Hygiene and cleanliness</li> <li>• Effluent management and working of the sheeting batteries, smoke house and other equipment, if any</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>          |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Operations involved in RSS Processing</b>              | <p>To be competent, the individual on the job must be able to:-</p> <p>PC1. Ensure proper procurement of good latex free from pre- coagulation</p> <p>PC2. Ensure that material conforms to the prescribed quality standards</p> <p>PC3. Check the availability of material with reference to the job schedule given by the planning department.</p> <p>PC4. Check that sieving of the latex is carried out in proper manner.</p> <p>PC5. Ensure that coagulation is effected by the addition of coagulants and the chemicals are added as per the specification.</p> <p>PC6. Ensure that the process of sheeting and dripping is performed as per the SOP.</p> <p>PC7. Ensure all balance unused left over materials are stored properly to avoid any contamination or deterioration during storage.</p> <p>PC8. Check that the process of drying in smoke house takes place as per the specified procedure.</p> <p>PC9. Ensure that the processed sheets are kept at designated place properly.</p> |
| <b>Rectification of defects that may appear in sheets</b> | <p>PC10. Inspect the sheets carefully for any defect and identify the type of defects in the processed sheets.</p> <p>PC11. Find out the causes of the defects.</p> <p>PC12. Take appropriate action to rectify the defects in the processed sheet to minimize the loss.</p> <p>PC13. Adopt preventive/ control measures for no/minimum defects in the processed sheets.</p>  |
| <b>Sorting and grading</b>                                | <p>PC14. Arrange proper inspection of dried sheets</p> <p>PC15. Ensure sorting and grading as per the international standards of quality and packing for natural rubber as described in the Green Book (IRQPC,1979)</p> <p>PC16. Ensure proper identification/markings for different grades of sheets</p>   |
| <b>Packing and Storage</b>                                | <p>PC17. Arrange packing as per Green Book specification</p> <p>PC18. Maintain records of packing done</p> <p>PC19. Inform the concerned person for the storage requirement of packed sheets</p> <p>PC20. Ensure storage in humidity controlled store rooms</p>   |

## Managing the Processing Procedure

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| <p><b>Utilities and safety</b></p>  | <p>PC18. Ensure the continuous availability of utilities as per the production requirement.</p> <p>PC19. Ensure the use of certified equipments for material handling during processing operation.</p> <p>PC20. Adhere to all safety norms (such as wearing protective gloves, mask and safety shoes).</p> <p>PC21. Comply with health, safety, environment guidelines and regulations in accordance with the organizational standards.</p>  |
| <p><b>Hygiene and Cleanliness</b></p>   | <p>PC22. Maintain high level of hygiene in the processing unit and factory premises</p> <p>PC23. Ensure that the bulking tanks and utensils are kept clean always</p> <p>PC24. Ensure the cleanliness of the tools, equipments and machine used in processing.</p>   |
| <p><b>Effluent Management and Working of the sheeting batteries and other equipment if any</b></p>      | <p>PC25. Understand the operations of effluent management system.</p> <p>PC26. Operations of sheeting batteries, their basic repair and maintenance.</p> <p>PC27. Working in the smoke house.</p>  |
| <p><b>Knowledge and Understanding (K)</b></p>   |  |
| <p><b>A. Organizational Context</b><br/>(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 full capacity utilization of the processing centre</p> <p>KA2. Importance of effective utilization of manpower</p> <p>KA3. Relevance of minimizing cost of production</p> <p>KA4. Importance of production of quality sheets</p> <p>KA5. Importance of maintaining harmony in work place</p> <p>KA6. Market trends in different grades of RSS</p> <p>KA7. Quality policies of the management</p> <p>KA8. Implications of poorly prepared machine and equipments.</p> <p>KA9. Importance of identifying non-conforming materials and their storage.</p> <p>KA10. Escalation matrix for reporting identified problems</p> <p>KA11. Records to be maintained and the implications of their non-maintenance.</p> <p>KA12. Importance of housekeeping activities.</p> <p>KA13. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA14. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA15. 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. Scientific aspects of RSS processing</p> <p>KB2. Cleanliness and safety requirements for commencing processing operation</p> <p>KB3. The defects that may appear in sheets and its preventive/ control measures</p> <p>KB4. Techniques of marking/identification</p> <p>KB5. Sorting, grading and packing as per the international standards</p> <p>KB6. Methods of storage of sheets</p>  |

## Managing the Processing Procedure

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|  | <p>KB7. Market trends in different grades of RSS</p> <p>KB8. HR management and welfare measures relevant to RSS processing centre</p> <p>KB9. The operations of sheeting batteries, effluent treatment plants, smoke house and other equipment in the factory and its basic repairs.</p> <p>KB10. Pollution control regulations relevant to the processing factory</p> <p>KB11. Biogas production from sheet factory effluent</p> <p>KB12. Response to emergencies, for example, power failures, fire, system failures, spillages and manual intervention to avoid disasters.</p> |
| <b>Skills (S)</b>  |   |
| <b>A. Core Skills/<br/>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 ideas clearly through written documents</p> <p>SA2. Prepare letters, mails and other documents for communication</p> <p>SA3. Document achievements, cost –benefit study, reports, success stories, routine official records etc</p> <p>SA4. Prepare proposals and feed back to higher authorities</p> <p>SA5. Correspond with other institutions/departments</p> <p>SA6. Fill up appropriate technical forms, process charts and activity logs in required format of the company</p>  |
|  | <b>Reading Skills</b>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Read and understand the contents published in scientific journals, newspapers and other publications</p> <p>SA8. Read and understand scientific terminologies, codes, abbreviations etc</p> <p>SA9. Read and understand images, graphs, charts, diagrams etc</p>   |
| <b>B. Professional Skills</b>  | <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. Be a good communicator.</p> <p>SA11. Express statements, opinions or information clearly so that the receiver can hear and understand</p> <p>SA12. Respond appropriately to queries</p> <p>SA13. Communicate effectively to supervisors, employees and clients</p>  |
|  | <b>Decision Making</b>  |
| <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions according to the needs of the industry</p> <p>SB2. Arrive at proper decisions as per market trends</p> |   |
| <b>Plan and Organize</b>   |   |

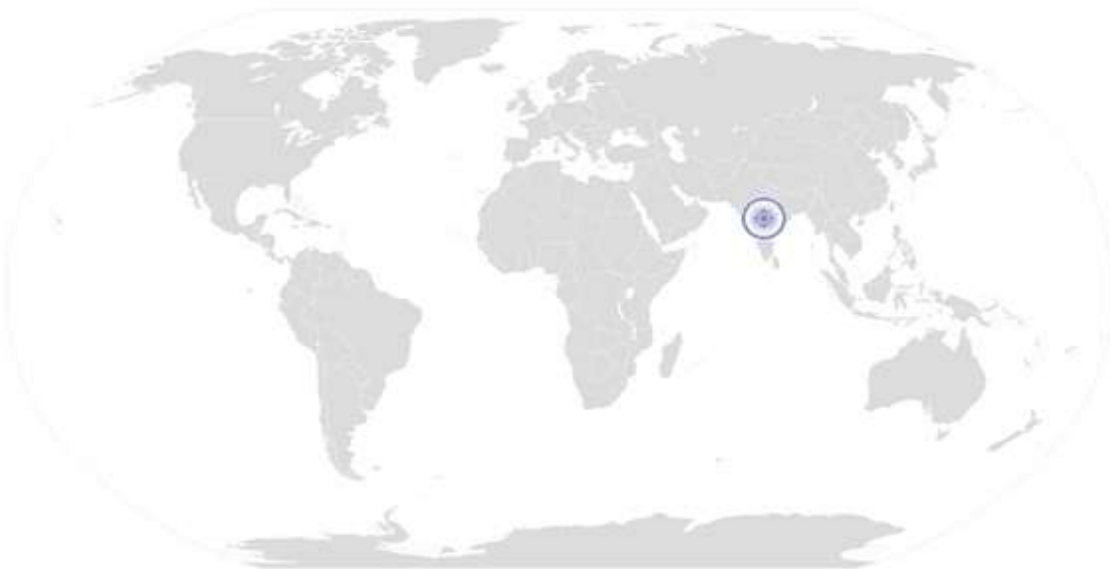
## Managing the Processing Procedure

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|  | <p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>SB3. Seasonal fluctuations in latex production</li> <li>SB4. Apt season for latex procurement/production as per demand</li> <li>SB5. Market trends in different grades of RSS</li> <li>SB6. How to assign tasks and targets as per needs</li> <li>SB7. How to motivate the employees for better output and time bound completion of tasks</li> <li>SB8. How to monitor the progress of output</li> </ul> |
|  | <p><b>Customer Centricity</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB9. Extend customer friendly service</li> <li>SB10. Keep transparency /credibility in all dealings</li> <li>SB11. Clarify doubts of the customer with facts and figures</li> <li>SB12. Impress them by improving the service conditions as per feed back information</li> </ul>  |
|  | <p><b>Problem Solving</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to</p> <ul style="list-style-type: none"> <li>SB13. Solve problems related to processing management</li> <li>SB14. Solve problems related to transportation, loading, unloading, etc.</li> <li>SB15. Solve problems related to equipment and supply of inputs</li> <li>SB16. Solve problems among colleagues</li> <li>SB17. Diagnose problems and nip in the initial stage itself</li> </ul>   |
|  | <p><b>Analytical Thinking</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB18. Suggest improvement over the present processing procedure</li> <li>SB19. Diagnose common problems in the prepared product on visual inspection and quality checks</li> <li>SB20. Carry out suitable modifications as and when required</li> </ul>   |
| <p><b>Critical Thinking</b></p>  |   |
| <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB21. Take appropriate action/seek expert opinion to deal with emergencies, for example, power failures, fire, system failures, etc.</li> <li>SB22. Take corrective actions to rectify defects in the processed sheets.</li> </ul> |   |



## NOS Version Control

|                            |                                   |                         |            |
|----------------------------|-----------------------------------|-------------------------|------------|
| <b>NOS Code</b>            | RSS/ N 6121                       |                         |            |
| <b>Credits(NSQF)</b>       | TBD                               | <b>Version number</b>   | 1.0        |
| <b>Industry</b>            | Rubber Industry                   | <b>Drafted on</b>       | 22/06/2015 |
| <b>Industry Sub-sector</b> | Natural Rubber (NR)<br>Plantation | <b>Last reviewed on</b> | 22/06/2015 |
| <b>Occupation</b>          | Production-NR                     | <b>Next review date</b> | 22/06/2017 |



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# National Occupational Standard



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## Overview:

This unit is about quality control/checks in RSS Processing.

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| <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>A. 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**

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|  | achievement of the quality objectives,<br>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material<br>KB4. Availability of work instructions, as necessary,<br>KB5. Characteristics of the product/material<br>KB6. Use of suitable equipment<br>KB7. Availability and use of monitoring and measuring devices,<br>KB8. Requirements of records<br>KB9. Importance of maintaining accurate up-to-date records<br>KB10. The need to report within the stipulated time<br>KB11. Implications of inaccurate measuring and testing instruments and equipment<br>KB12. The cost of non-conformance to quality standards<br>KB13. Implications (impact on internal/external customers) of defective products, materials or components |
|--|--|

**Skills (S)**

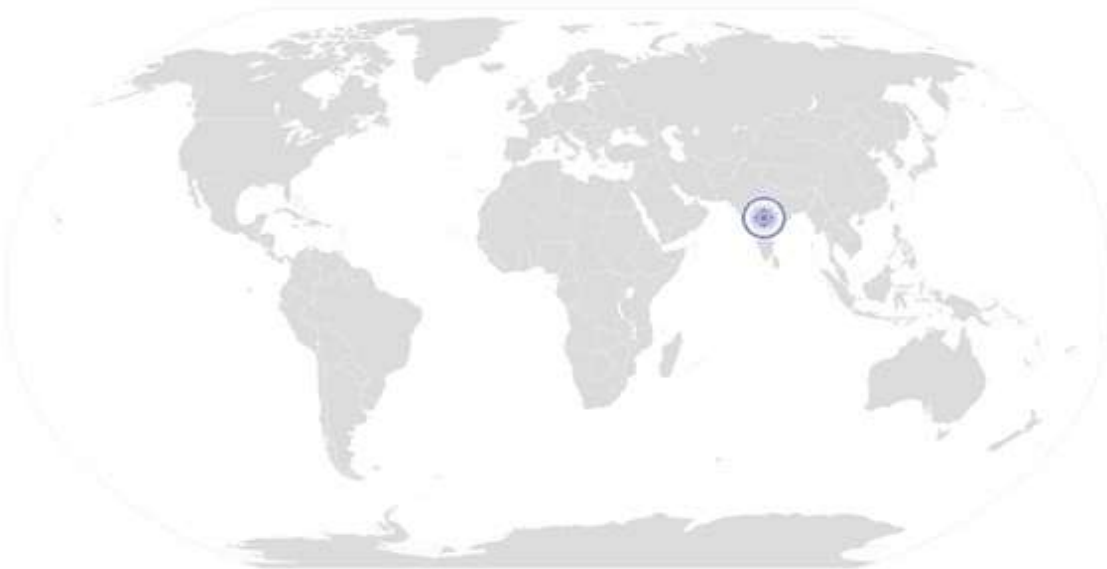
|   |   |
|---|---|
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Writing Skills</b>   |
|   | The user/ individual on the job needs to know and understand how to:<br>SA1. Construct simple sentences and express ideas clearly through written communication<br>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company<br>SA3. Write simple letters, mails, etc<br>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 Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc<br>SA6. Read images, graphs, diagrams<br>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:<br>SA8. Express statements, opinions or information clearly so that others can hear and understand<br>SA9. Respond appropriately to any queries<br>SA10. Communicate with supervisor<br>SA11. Communicate with upstream and downstream teams<br>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)  |

**RSS / N 5003**
**To carry out quality checks**

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

## NOS Version Control

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



# National Occupational Standard



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## Overview:

This unit is about human resource management and welfare.

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



**Human Resource Management and Welfare**

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

**Human Resource Management and Welfare**

|                                      |   |
|--------------------------------------|---|
|                                      | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be a good communicator.<br/>SA9. Express statements, opinions or information clearly so that the receiver can hear and understand<br/>SA10. Respond appropriately to queries<br/>SA11. Communicate effectively to supervisor, office staff and workers</p> |
| <p><b>D. Professional Skills</b></p> | <p><b>Decision Making</b></p>   |
|                                      | <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>   |
|                                      | <p><b>Plan and Organize</b></p>   |
|                                      | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis<br/>SB3. Fix the task and allotment<br/>SB4. Assign tasks to suitable persons<br/>SB5. Motivate them for better output and time bound completion of tasks<br/>SB6. Monitor the progress</p>                 |
|                                      | <p><b>Customer Centricity</b></p>   |
|                                      | <p>NA</p>   |
|                                      | <p><b>Problem Solving</b></p>   |
|                                      | <p>The user/individual on the job needs to know and understand how to</p> <p>SB7. Solve labour problems<br/>SB8. Solve problems related to productivity of workers<br/>SB9. Solve problems among colleagues<br/>SB10. Diagnose problems and nip in the bud stage itself</p>   |
|                                      | <p><b>Analytical Thinking</b></p>   |
|                                      | <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>   |
|                                      | <p><b>Critical Thinking</b></p>   |
|                                      | <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

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



# National Occupational Standard



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## Overview:

This unit is about Documentation and Office Management.

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

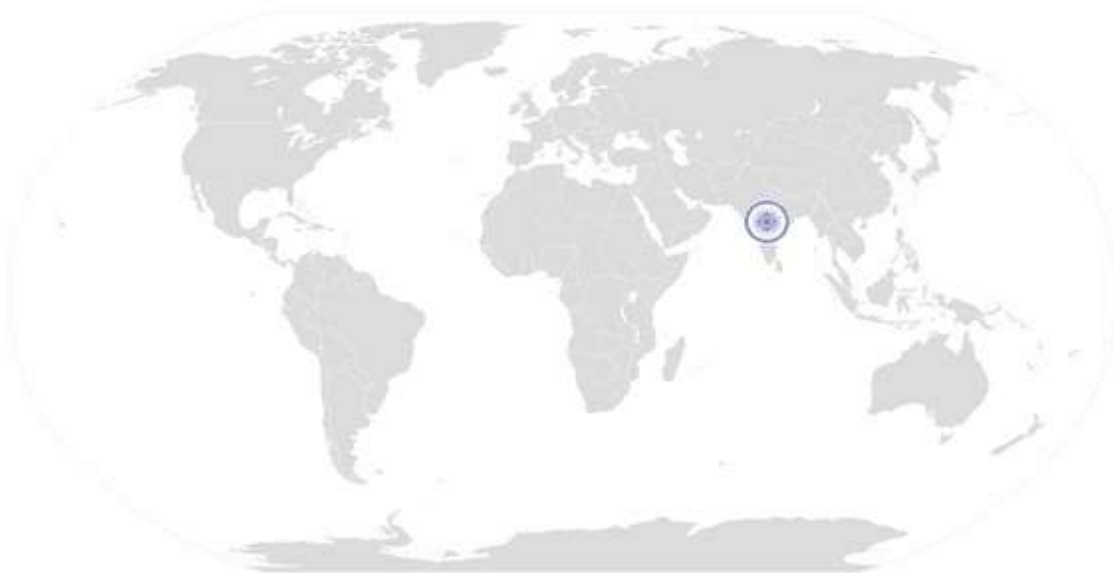
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|--|--|-----------------------|--|-----------------------|--|
| <b>Data collection, analysis &amp; documentation</b>   | PC19. Collection and recording of all data<br>PC20. Compilation, analysis and documentation<br>PC21. Documentation for publication, reporting and recording for future reference<br>PC22. Correspondence with vendors, clients, govt. agencies and public<br>PC23. Document notifications/letters from Government agencies and management  |                       |  |                       |  |
| <b>Knowledge and Understanding (K)</b>   |  |                       |  |                       |  |
| <b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)   | <b>The user/individual on the job needs to know and understand:</b><br><br>KA1. Efficient management of office activities<br>KA2. Planning and organizing activities through administrative and financial management<br>KA3. Analyzing shortfall/achievement for further improvement<br>KA4. Documentation for self-awareness and publication  |                       |  |                       |  |
| <b>B. Technical Knowledge</b>  | <b>The user/individual on the job needs to know and understand:</b><br><br>KB1. Office management procedures<br>KB2. Finance management procedures<br>KB3. Labour Act and Rules, welfare schemes etc.<br>KB4. Insurance schemes<br>KB5. EPF and other service rules<br>KB6. Data collection, analysis and documentation<br>KB7. Computer application- data processing, report typing etc.  |                       |  |                       |  |
| <b>Skills (S)</b>  |  |                       |  |                       |  |
| <b>A. Core Skills/ Generic Skills</b>  | <table border="1" style="width: 100%;"> <tr> <td data-bbox="474 1243 1464 1310"> <b>Writing Skills</b> </td> </tr> <tr> <td data-bbox="474 1310 1464 1587">           The user/ individual on the job needs to know and understand how to:<br/><br/>           SA1. Express ideas clearly through written document<br/>           SA2. Prepare letters, mails and other documents for communication<br/>           SA3. Prepare proposals, feedback to higher authorities<br/>           SA4. Correspond with other institutions/department<br/>           SA5. Report writing, computerization         </td> </tr> <tr> <td data-bbox="474 1587 1464 1654"> <b>Reading Skills</b> </td> </tr> <tr> <td data-bbox="474 1654 1464 1936">           The user/individual on the job needs to know and understand how to:<br/><br/>           SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications<br/>           SA7. Read, understand and interpret various rules, schemes etc.<br/>           SA8. Read and understand images, graphs, charts, diagrams etc.<br/>           SA9. Read and understand articles and interpret         </td> </tr> </table> | <b>Writing Skills</b> | The user/ individual on the job needs to know and understand how to:<br><br>SA1. Express ideas clearly through written document<br>SA2. Prepare letters, mails and other documents for communication<br>SA3. Prepare proposals, feedback to higher authorities<br>SA4. Correspond with other institutions/department<br>SA5. Report writing, computerization | <b>Reading Skills</b> | The user/individual on the job needs to know and understand how to:<br><br>SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications<br>SA7. Read, understand and interpret various rules, schemes etc.<br>SA8. Read and understand images, graphs, charts, diagrams etc.<br>SA9. Read and understand articles and interpret |
| <b>Writing Skills</b>  |  |                       |  |                       |  |
| The user/ individual on the job needs to know and understand how to:<br><br>SA1. Express ideas clearly through written document<br>SA2. Prepare letters, mails and other documents for communication<br>SA3. Prepare proposals, feedback to higher authorities<br>SA4. Correspond with other institutions/department<br>SA5. Report writing, computerization                         |  |                       |  |                       |  |
| <b>Reading Skills</b>  |  |                       |  |                       |  |
| The user/individual on the job needs to know and understand how to:<br><br>SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications<br>SA7. Read, understand and interpret various rules, schemes etc.<br>SA8. Read and understand images, graphs, charts, diagrams etc.<br>SA9. Read and understand articles and interpret |  |                       |  |                       |  |

**Documentation & Office management**

|                               |  |
|-------------------------------|--|
|                               | <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. Be a good communicator.<br/>SA11. Express statements, opinions or information clearly so that the receiver can hear and understand<br/>SA12. Respond appropriately to queries<br/>SA13. Communicate effectively to supervisors, employees and clients</p>  |
| <b>B. Professional Skills</b> | <b>Decision Making</b>   |
|                               | <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>   |
|                               | <b>Plan and Organize</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis<br/>SB3. Fix up tasks and allotment of the same<br/>SB4. Assign tasks to suitable persons<br/>SB5. Motivate them for better output and time bound completion of tasks<br/>SB6. Monitor the progress</p>  |
|                               | <b>Customer Centricity</b>   |
|                               | <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>  |
|                               | <b>Problem Solving</b>   |
|                               | <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<br/>SB9. Solve problems related to transportation, loading, unloading etc.<br/>SB10. Solve problems related to equipment and supply of inputs<br/>SB11. Solve problems among colleagues<br/>SB12. Diagnose problems and nip in the bud stage itself</p> |
| <b>Analytical Thinking</b>    |  |

**Documentation & Office management**

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





## NOS Version Control

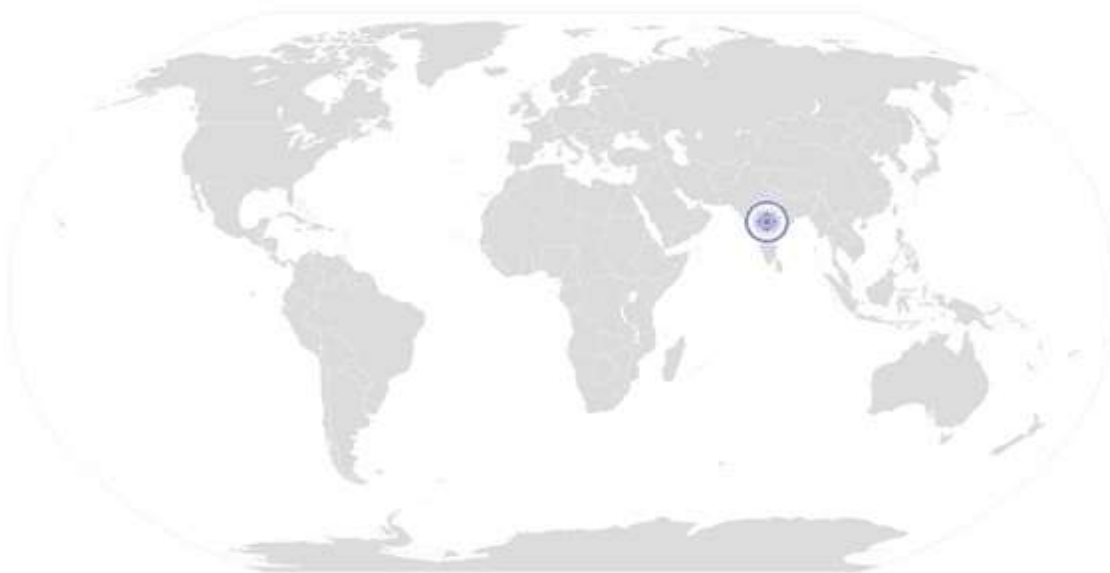
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|----------------------------|-----------------------------------|-------------------------|------------|
| <b>NOS Code</b>            | RSS/ N 5010                       |                         |            |
| <b>Credits(NSQF)</b>       | TBD                               | <b>Version number</b>   | 1.0        |
| <b>Industry</b>            | Rubber Industry                   | <b>Drafted on</b>       | 22/06/2015 |
| <b>Industry sub-sector</b> | Natural Rubber (NR)<br>Plantation | <b>Last reviewed on</b> | 22/06/2015 |
| <b>Occupation</b>          | Production-NR                     | <b>Next review date</b> | 22/06/2017 |



[Back to QP](#)

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# National Occupational Standard



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## Overview:

This unit is about problem identification and reporting/solving,

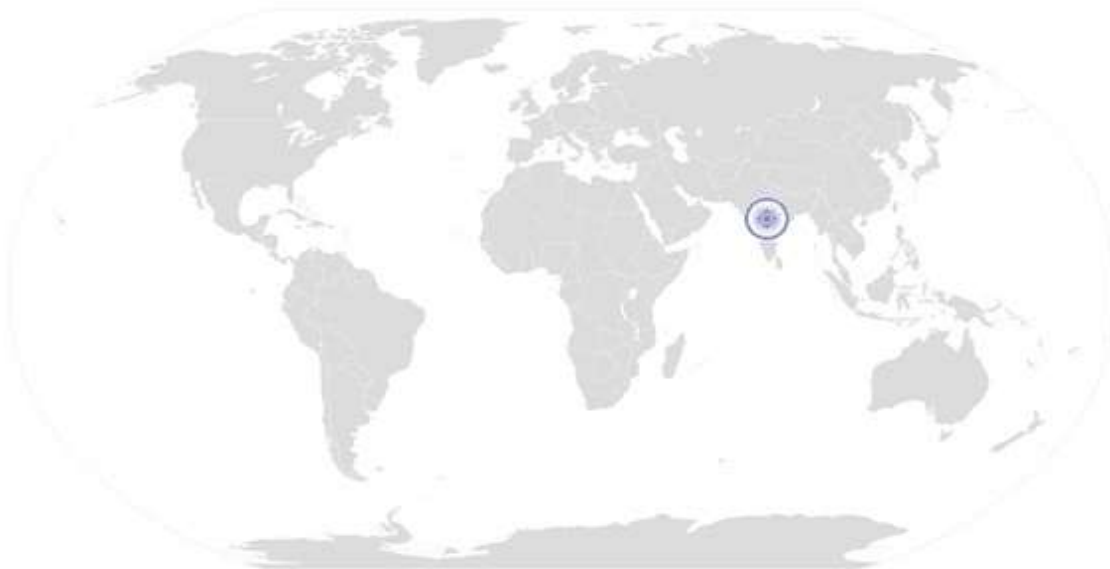
|   |   |
|---|---|
| <b>Unit Code</b>  | <b>RSS/ N 5011</b>  |
| <b>Unit Title (Task)</b>  | <b>Problem identification and solving</b>   |
| <b>Description</b>  | This unit is about problem identification & solving   |
| <b>Scope</b>  | This unit/task covers the following:<br>Proficiency in identifying and solving problems across <ul style="list-style-type: none"> <li>• Problem identification</li> <li>• Problem solving</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Problem identification</b>   | To be competent, the individual on the job must be able to –<br>PC1. Recognize and define the problems<br>PC2. Identify the wrong practices that may lead to problems<br>PC3. Refer previous experience if any<br>PC4. Evaluate the possible impacts if the problems remain unsolved  |
| <b>Problem solving</b>  | PC5. Nip it in the bud stage itself<br>PC6. Find out possible solutions<br>PC7. Evaluate the alternatives<br>PC8. Select the best alternative for solution<br>PC9. Plan for implementation<br>PC10. Implementation according to the existing rules and regulations<br>PC11. Evaluate the results and monitor future problems  |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and its processes) | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Problem solving and conflict management for smooth functioning of the organization</li> <li>KA2. Harmonious working atmosphere for achieving organizational goals</li> <li>KA3. Public reputation and credibility</li> <li>KA4. Maximizing output with acceptable quality</li> </ul> |

|   |  |
|---|--|
| <b>B. Technical Knowledge</b>   | <p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Problem identification skill</li> <li>KB2. In-depth knowledge in rubber processing technology</li> <li>KB3. Knowledge in Labour Act and Rules, welfare schemes etc.</li> <li>KB4. Insurance schemes</li> <li>KB5. EPF and other service rules</li> <li>KB6. Problem solving/decision making skill</li> <li>KB7. Techniques of motivating the work force</li> </ul> |
| <b>Skills (S)</b>   |  |
| <b>A. Core Skills/<br/>Generic Skills</b>   | <b>Writing Skills</b>  |
|   | <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Express ideas clearly through written document</li> <li>SA2. Prepare letters, mails and other documents for communication</li> <li>SA3. Prepare proposals, feedback to higher authorities</li> <li>SA4. Correspond with other institutions/department</li> <li>SA5. Report writing</li> </ul>  |
|   | <b>Reading Skills</b>  |
| <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications</li> <li>SA7. Read, understand and interpret various rules, schemes, notifications etc.</li> <li>SA8. Read and understand images, graphs, charts, diagrams etc.</li> <li>SA9. Read and understand articles and interpret</li> </ul> |  |
|   | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA10 Be a good communicator.</li> <li>SA11. Express statements, opinions or information clearly so that the receiver can hear and understand</li> <li>SA12. Respond appropriately to queries</li> <li>SA13. Communicate effectively to supervisors, employees and clients</li> </ul>   |
| <b>B. Professional Skills</b>   | <b>Decision Making</b>   |

|  |   |
|--|---|
|  | The user/individual on the job needs to know and understand how to<br><br>SB1. Arrive at proper decisions according to various situations   |
|  | <b>Plan and Organize</b>  |
|  | The user/individual on the job needs to know and understand how to:<br><br>SB2. Plan the seasonal activities on priority basis<br>SB3. Fix up tasks and allotment of the same among workers<br>SB4. Assign tasks to suitable persons<br>SB5. Motivate them for better output and time bound completion of tasks<br>SB6. Monitor the progress                                    |
|  | <b>Customer Centricity</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB7. Address customer complaints at his work level.  |
|  | <b>Problem Solving</b>  |
|  | The user/individual on the job needs to know and understand how to<br><br>SB8. Solve problems related production of quality RSS<br>SB9. Solve problems related to transportation, loading, unloading etc.<br>SB10. Solve problems related to equipment and supply of inputs<br>SB11. Solve problems among colleagues<br>SB12. Diagnose problems and nip in the bud stage itself |
|  | <b>Analytical Thinking</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB13. Suggest improvement over the present system of problem solving methods   |
|  | <b>Critical Thinking</b>  |
| The user/individual on the job needs to know and understand how to:<br>SB14. Take appropriate action/seek expert opinion to overcome critical situations |   |

## NOS Version Control

|                            |                                   |                         |            |
|----------------------------|-----------------------------------|-------------------------|------------|
| <b>NOS Code</b>            | RSS/ N 5011                       |                         |            |
| <b>Credits(NSQF)</b>       | TBD                               | <b>Version number</b>   | 1.0        |
| <b>Industry</b>            | Rubber Industry                   | <b>Drafted on</b>       | 22/06/2015 |
| <b>Industry sub-sector</b> | Natural Rubber (NR)<br>Plantation | <b>Last reviewed on</b> | 22/06/2015 |
| <b>Occupation</b>          | Production-NR                     | <b>Next review date</b> | 22/06/2017 |



## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role**

Manager- Rubber Sheeting

**Qualification Pack**

RSS/ Q 6115

**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 |
| RSS/ N 6121<br>Managing the<br>Processing<br>Procedure | Operations<br>involved in RSS<br>Processing | PC1. Ensure proper procurement of good latex free from pre-coagulation                                       | 4                | 2      | 2         |
|  |   | PC2. Ensure that material confirms to the prescribed quality standards                                       | 4                | 2      | 2         |
|  |   | PC3. Check the availability of material with reference to the job schedule given by the planning department. | 4                | 2      | 2         |

|  |  |   |   |   |   |
|--|--|---|---|---|---|
|  |  | PC4. Check that sieving of the latex is carried out in proper manner.   | 6 | 2 | 4 |
|  |  | PC5. Ensure that coagulation is effected by the addition of coagulants and the chemicals are added as per the specification.                              | 6 | 2 | 4 |
|  |  | PC6. Ensure that the process of sheeting and dripping is performed as per the SOP.  | 4 | 2 | 2 |
|  |  | PC7. Ensure all balance unused left over materials are stored properly to avoid any contamination or deterioration during storage.                        | 4 | 2 | 2 |
|  |  | PC8. Check that the process of drying in smoke house takes place as per the specified procedure.  | 4 | 2 | 2 |
|  |  | PC9. Ensure that the processed sheets are kept at designated place properly.  | 2 | 0 | 2 |
|  | Rectification of defects that may appear in sheets | PC10. Inspect the sheets carefully for any defect and identify the type of defects in the processed sheets.   | 4 | 2 | 2 |
|  |  | PC11. Find out the causes of the defects.   | 4 | 2 | 2 |
|  |  | PC12. Take appropriate action to rectify the defects in the processed sheet to minimize the loss.   | 4 | 2 | 2 |
|  |  | PC13. Adopt preventive/ control measures for no/minimum defects in the processed sheets.  | 4 | 2 | 2 |
|  | Sorting and grading                                | PC14. Arrange proper inspection of dried sheets   | 2 | 0 | 2 |
|  |  | PC15. Ensure sorting and grading as per the international standards of quality and Packing for natural rubber as described in the Green Book (IRQPC,1979) | 4 | 2 | 2 |



|  |   |   |   |   |   |
|--|---|---|---|---|---|
|  |   | PC16. Ensure proper identification/markings for different grades of sheets  | 2 | 0 | 2 |
|  | Packing and Storage                             | PC17. Arrange packing as per Green Book specification   | 2 | 0 | 2 |
|  |   | PC18. Maintain records of packing done  | 2 | 0 | 2 |
|  |   | PC19. Inform the concerned person for the storage requirement of packed sheets  | 2 | 0 | 2 |
|  |   | PC20. Ensure storage in humidity controlled store rooms   | 4 | 2 | 2 |
|  | Utilities and safety                            | PC18. Ensure the continuous availability of utilities as per the production requirement.                                  | 2 | 0 | 2 |
|  |   | PC19. Ensure the use of certified equipments for material handling during processing operation.                           | 4 | 2 | 2 |
|  |   | PC20. Adhere to all safety norms (such as wearing protective gloves, mask and safety shoes).                              | 2 | 0 | 2 |
|  |   | PC21. Comply with health, safety, environment guidelines and regulations in accordance with the organizational standards. | 4 | 2 | 2 |
|  | Hygiene and Cleanliness                         | PC22. Maintain high level of hygiene in the processing unit and factory premises  | 2 | 0 | 2 |
|  |   | PC23. Ensure that the bulking tanks and utensils are kept clean always  | 4 | 2 | 2 |
|  |   | PC24. Ensure the cleanliness of the tools, equipments and machine used in processing.                                     | 2 | 2 | 0 |
|  | Effluent Management and Working of the sheeting | PC25. Understand the operations of effluent management system.  | 2 | 2 | 0 |

|  |                                      |  |     |    |    |
|--|--------------------------------------|--|-----|----|----|
|  | batteries and other equipment if any | PC26. Operations of sheeting batteries, their basic repair and maintenance.                | 2   | 0  | 2  |
|  |                                      | PC27. Working in the smoke house.  | 4   | 2  | 2  |
|  |                                      |  | 100 | 40 | 60 |
| <b>RSS/ N 5003 To carry out quality checks</b> | Inspection                           | PC1. Ensure that total range of checks are regularly and consistently performed            | 8   | 2  | 6  |
|  | Analysis                             | PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required | 6   | 2  | 4  |
|  |                                      | PC3. Identify non-conformities to quality assurance standards                              | 6   | 4  | 2  |
|  | Reporting                            | PC4. Identify potential causes of non-conformities to quality assurance standards          | 8   | 4  | 4  |
|  |                                      | PC5. Identify impact on final product due to non-conformance to company standards          | 6   | 2  | 4  |
|  |                                      | PC6. Evaluating the need for action to ensure that problems do not recur                   | 8   | 4  | 4  |
|  |                                      | PC7. Suggest corrective action to address problem  | 6   | 2  | 4  |
|  |                                      | PC8. Review effectiveness of corrective action   | 7   | 2  | 5  |
|  |                                      | PC9. Interpret the results of the quality check correctly                                  | 6   | 2  | 4  |
|  |                                      | PC10. Take up results of the findings with QC in charge/appropriate authority.             | 6   | 2  | 4  |
|  |                                      | PC11. Take up the results of the findings within stipulated time                           | 6   | 2  | 4  |
|  |                                      | PC12. Record of results of action taken  | 6   | 4  | 2  |
|  |                                      | PC13. Record adjustments not covered by established procedures for future reference        | 7   | 2  | 5  |

|  |   |  |                          |    |    |
|--|---|--|--------------------------|----|----|
|  |   | PC14. Review effectiveness of action taken                                       | 8                        | 4  | 4  |
|  |   | PC15. Follow reporting procedures where the cause of defect cannot be identified | 6                        | 2  | 4  |
|  |   |  | 100                      | 40 | 60 |
| <b>RSS/ N 5009<br/>Human Resource<br/>Management and<br/>Welfare</b> | Basic<br>Management<br>Functions                                    | PC1. Decide on the plans and take necessary steps to achieve the objectives      | 6                        | 4  | 2  |
|  | Conflict<br>Management/<br>Problem solving                          | PC2. Assign tasks and allocate resources to individuals                          | 8                        | 6  | 2  |
|  |   | PC3. Determine the manpower requirements and decide their placement.             | 4                        | 2  | 2  |
|  |   | PC4. Motivate and lead the staff for timely achievements of the goals.           | 6                        | 4  | 2  |
|  |   | PC5. Regularly monitor the progress of work                                      | 6                        | 4  | 2  |
|  |   | PC6. Identify the conflict/problem   | 4                        | 4  | 0  |
|  |   | Human Resource<br>Planning &<br>Management                                       | PC7. Diagnose the reason | 4  | 2  |
|  | PC8. Develop solutions  |  | 6                        | 4  | 2  |
|  | PC9. Implement and review   |  | 6                        | 4  | 2  |
|  | PC10. Place right type of people in right number at the right place |  | 4                        | 4  | 0  |
|  | Human Resource<br>Development                                       | PC11. Motivate the staff to increase turn over and improve quality               | 6                        | 4  | 2  |
|  |   | PC12. Performance appraisal for human resource development                       | 6                        | 4  | 2  |
|  |   | PC13. Assess training need for skill development                                 | 6                        | 4  | 2  |

|   |                              |  |            |           |           |
|---|------------------------------|--|------------|-----------|-----------|
|   | Implement welfare programmes | PC14. Organize suitable training programmes for skill development/capacity building        | 6          | 4         | 2         |
|   |                              | PC15. Implement EPF for workers  | 4          | 4         | 0         |
|   |                              | PC16. Implement Group insurance schemes and health insurance                               | 4          | 2         | 2         |
|   |                              | PC17. Implement production linked incentive/bonus schemes                                  | 4          | 4         | 0         |
|   |                              | PC18. Implement Housing and related welfare measures                                       | 4          | 2         | 2         |
|   |                              | PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules | 6          | 4         | 2         |
|   |                              |  | <b>100</b> | <b>70</b> | <b>30</b> |
| <b>4. RSS/ N 5008<br/>(Documentation &amp; Office management)</b> | Office management            | PC1. General office procedures   | 4          | 4         | 0         |
|   | Account maintenance          | PC2. Record keeping and file maintenance   | 4          | 2         | 2         |
|   |                              | PC3. Leave and allowance/wages rules   | 2          | 2         | 0         |
|   |                              | PC4. Rules regarding workers' benefits   | 8          | 4         | 4         |
|   |                              | PC5. Monitor office activities   | 6          | 4         | 2         |
|   |                              | PC6. Maintenance of punctuality and discipline in the factory                              | 6          | 4         | 2         |
|   |                              | PC7. Dealing cash/effecting payments   | 4          | 2         | 2         |
|   | Balance sheet & budget       | PC8. Proper accounting and book keeping  | 6          | 4         | 2         |
|   |                              | PC9. Regulating expenditure as per fund allocation   | 2          | 2         | 0         |

|  |   |   |  |           |           |   |
|--|---|---|--|-----------|-----------|---|
|  | Preparation                               | PC10. Income and expenditure statement preparation                                | 8                                      | 6         | 2         |   |
|  |   | PC11.Profit/loss statements   | 6                                      | 4         | 2         |   |
|  |   | PC12. Operating bank account  | 2                                      | 2         | 0         |   |
|  |   | PC13.Disbursement of salary/wages   | 8                                      | 6         | 2         |   |
|  |   | PC13. Annual budget preparation as per target                                     | 4                                      | 4         | 0         |   |
|  | Input/equipment purchase & management     | PC14. Annual balance sheet preparation  | 2                                      | 0         | 2         |   |
|  |   | PC15. Annual EPF statements & other statutory statements                          | 2                                      | 2         | 0         |   |
|  |   | PC16. Assessment of input & equipment requirement                                 | 2                                      | 2         | 0         |   |
|  | Data collection, analysis & documentation | PC17. Arrange for purchase, effective utilization & management of the resources.  | 4                                      | 2         | 2         |   |
|  |   | PC18.Records of sales and purchases   | 8                                      | 6         | 2         |   |
|  |   | PC19. Collection and recording of all data  | 2                                      | 2         | 0         |   |
|  |   | PC20. Compilation, analysis and documentation                                     | 2                                      | 2         | 0         |   |
|  |   | PC21. Documentation for publication, reporting and recording for future reference | 4                                      | 2         | 2         |   |
|  |   | PC22.Correspondence with venders, clients, govt. agencies and public              | 2                                      | 2         | 0         |   |
|  |   | PC23.Document notifications/letters from Government agencies and management       | 2                                      | 0         | 2         |   |
|  |   |   | <b>100</b>                             | <b>70</b> | <b>30</b> |   |
|  | <b>5. RSS/ N 5011 (Problem</b>            | Problem identification  | PC1. Recognize and define the problems | 10        | 6         | 4 |

|                             |                 |  |    |            |           |
|-----------------------------|-----------------|--|----|------------|-----------|
| identification and solving) | Problem Solving | PC2. Identify the wrong practices that may lead to problems          | 10 | 8          | 2         |
|                             |                 | PC3. Refer previous experience if any                                | 8  | 6          | 2         |
|                             |                 | PC4. Evaluate the possible impacts if the problems remain unsolved   | 8  | 8          | 0         |
|                             |                 | PC5. Nip it in the bud stage itself                                  | 8  | 6          | 2         |
|                             |                 | PC6. Find out possible solutions                                     | 10 | 6          | 4         |
|                             |                 | PC7. Evaluate the alternatives                                       | 8  | 6          | 2         |
|                             |                 | PC8. Select the best alternative for solution                        | 10 | 6          | 4         |
|                             |                 | PC9. Plan for implementation   | 8  | 6          | 2         |
|                             |                 | PC10. Implementation according to the existing rules and regulations | 10 | 6          | 4         |
|                             |                 | PC11. Evaluate the results and monitor future problems               | 10 | 6          | 4         |
|                             |                 |  |    | <b>100</b> | <b>70</b> |