

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

Qualification Pack – Officer (Purchase/Sale) TSR

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Natural Rubber (NR) Plantation

OCCUPATION: Sales & Marketing

REFERENCE ID: RSC/ Q 6301

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The Officer (Purchase/Sales) is responsible for procurement of all the items related to the functioning of the factory.

Personal Attributes: He should be an honest person with absolute integrity and sound knowledge about TSR making process. He should also have good negotiating skills.

Qualifications Pack for Officer (Purchase / Sale) TSR

Job Details	Qualifications Pack Code	RSC/ Q 6301		
	Job Role	Officer (Purchase/Sale) TSR		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber industry	Drafted on	22/06/15
	Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/15
	Occupation	Sales & Marketing	Next review date	22/06/17
	NSQC Clearance on	20/07/2015		

Job Role	Officer (Purchase/sale) TSR
Role Description	The Officer (Purchase/Sales) is responsible for the marketing and sales of TSR. He is responsible to design and plan the promotional strategies for the sales of TSR at the best possible rate to maximize the profit of the firm and procurement of all the items related to the functioning of the factory.
NSQF level	4
Minimum Educational Qualifications*	Diploma in Marketing – desirable
Maximum Educational Qualifications*	NA.
Training (Suggested but not mandatory)	Training in a TSR factory.
Minimum Job Entry Age	18 years
Experience	Experience in the Purchase / Sales division of a TSR factory (desirable)
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/ N 6301 Purchase activity RSC/ N 6302 Sales activity RSC/ N 5002 To carry out reporting and documentation RSC/ N 5003 To carry out quality checks RSC/ N 5004 To carry out problem identification and escalation Optional: NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack for Officer (Purchase / Sale) TSR

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.

National Occupational Standard



Overview

The unit is about purchase of various materials in a TSR factory.

Unit Code	RSC / N 6301
Unit Title (Task)	Purchase Activity
Description	This unit is about purchase of various materials in a TSR factory.
Scope	<p>This unit covers the following tasks:</p> <ul style="list-style-type: none"> • Planning and scheduling of purchases • Manage the purchase of raw material, machinery and other inputs. • Responsible for assessment of quality of raw material. • Analyze prevailing market trends • Keep a track of customer requirements and maintain good rapport with vendors
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Plan and Schedule	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Actively participate in planning and control of production to plan and schedule purchases accordingly.</p> <p>PC2. Consider the consumption pattern of raw materials, other inputs and utilities in purchase plans</p> <p>PC3. Prepare schedule of purchase of raw material and other inputs keeping enough stock of material for manufacturing of the product without interruption of the working of Factory.</p> <p>PC4. Plan machinery purchases as per the requirement (capacity increase as orders increases, outdated machine replacement etc)</p> <p>PC5. Report the purchase requirement of machinery parts or other material for repair/maintenance of equipment/machinery to the higher authority for approval</p> <p>PC6. Inform the storage department for space availability as per planned purchases</p> <p>PC7. Consider funds availability before undertaking purchases</p>
Purchasing	<p>PC8. Invite quotations and purchase the raw material, other inputs, tools and machinery at competitive rate</p> <p>PC9. Organize purchase of machinery parts or other material for repair/maintenance of equipment/machinery</p> <p>PC10. Regulate purchase expenditure as per fund allocation</p> <p>PC11. Proficiently use knowledge in computer applications for purchases at competitive rates.</p> <p>PC12. Apply knowledge of Taxes, Duties, quality standards etc. while carrying out transactions</p> <p>PC13. Apply accounting knowledge for error free transaction</p> <p>PC14. Co-ordinate with accounts head/department for undertaking</p>

	purchase activity
Quality Assessment	<p>PC15. Assess the quality of all the material procured for processing operation</p> <p>PC16. Get the replacement of material not confirming to the standards accepted by the firm.</p>
Market Trends	<p>PC17. Keep a close watch on prevailing market trends with respect to price variations, quality changes, innovations etc.</p> <p>PC18. Use the updated information on market trends to minimize cost in undertaking purchases</p> <p>PC19. Analyse the domestic and foreign consumption pattern of raw material.</p> <p>PC20. Understand the technical developments in machinery used for TSR</p>
Relationship	<p>PC21. Take into account customer requirements and act accordingly</p> <p>PC22. Maintain good rapport with vendors</p> <p>PC23. Correspond effectively with management, staff, workers and suppliers</p> <p>PC24. Maintain good contacts in the market to receive any new information influencing the time, quantity and source of procurement</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The objectives and functioning of the factory.</p> <p>KA2. Functioning of the factory and the organizational structure and span of control</p> <p>KA3. Quality policies of the management</p> <p>KA4. The production targets and schedule</p> <p>KA5. Quality standards of various grades of TSR.</p> <p>KA6. Implications of Sales Tax and guidelines of Rubber Act, BIS / ISI rules etc.</p> <p>KA7. The importance of optimal fund utilization considering market trends</p> <p>KA8. Importance of coordinating with other departments for smooth functioning of factory.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic knowledge in the processing methods for TSR</p> <p>KB2. Current market trends in TSR in India and abroad</p> <p>KB3. Production capacity of the factory and requirements of equipment set-up and raw material for achieving the same.</p> <p>KB4. Unit operations in the factory and its effect on quality and output of the product</p> <p>KB5. Annual/monthly/daily/shift production targets and raw material requirements</p>

	<p>KB6. Implications of purchasing raw material, machinery and other inputs at non-competitive rates</p> <p>KB7. Importance of purchases made in timely manner</p> <p>KB8. Customer requirement on the quality</p> <p>KB9. Quality of the raw materials and the processing methods to handle each type of raw material</p> <p>KB10. Various process control measures available</p> <p>KB11. National/International specifications for the product</p> <p>KB12. Quality management and control systems for TSR</p> <p>KB13. Organization of quality control laboratory and testing programme for supporting production programmes</p> <p>KB14. Various environment regulations related to TSR production</p> <p>KB15. Good manufacturing practices for TSR</p> <p>KB16. Basic knowledge in accountancy and computing.</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. Note down all the details regarding different requirements, purchases, details of production, etc.</p> <p>SA2. Write in English and local language.</p> <p>SA3. Write memos, notices and other letters to various agencies</p> <p>SA4. Prepare reports/charts.</p> <p>SA5. Prepare agreements and invite quotations.</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read periodicals, articles and informative writings on TSR, specification of raw material and products, market reports, etc in English and local language</p> <p>SA7. Read and understand various notifications/letters from regulatory agencies and government</p> <p>SA8. Read and understand relevant Acts and Rules and amendments thereof.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Communicate effectively with workers, staff, management and suppliers</p> <p>SA10. Address market and vendors issues through oral communication.</p> <p>SA11. Speak in English and local language.</p> <p>SA12. Communicate the latest trends and details of purchase schedule to the management.</p>

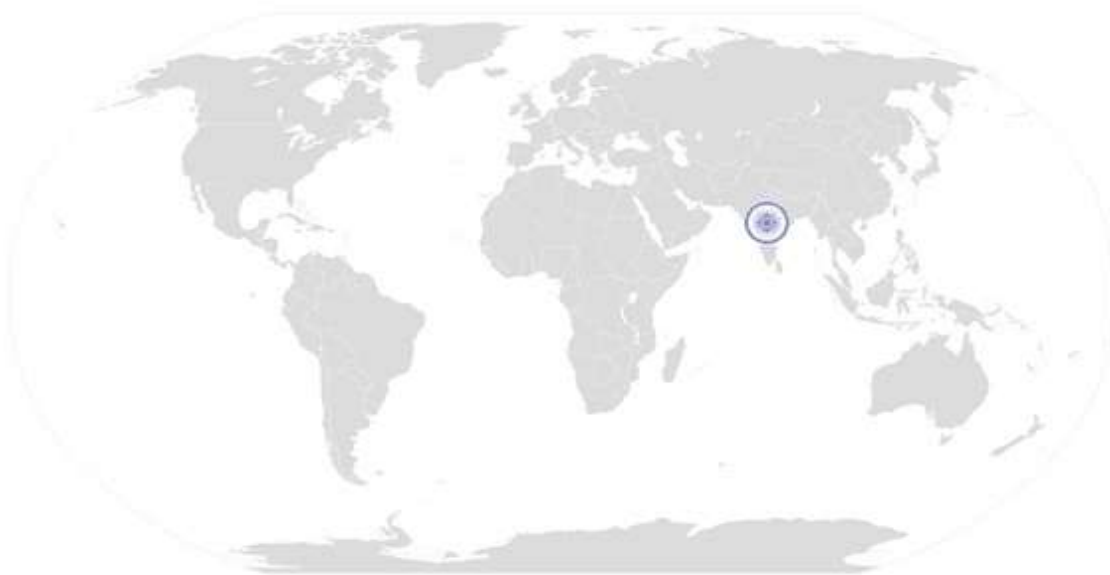
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:-</p> <p>SB1. Take decisions in case of sudden change in market prices, customer's orders, problems arising out of unexpected break down of machinery etc.</p> <p>SB2. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials</p> <p>SB3. Take diplomatic decisions while handling vendor's complaints.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:-</p> <p>SB4. Plan purchases taking into account raw material and utility availability and requirement</p> <p>SB5. Plan for procurement of various inputs to maintain production programme</p> <p>SB6. Arrange for timely purchase of equipment/machinery to ensure minimum loss.</p>
	Customer Centricity
	Not directly related
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Deal with market fluctuations, price variations, raw material availability and solve any sudden and unexpected problems.</p> <p>SB8. Act proactively in case of shortage of material in market</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyze market trends and advise the Management to schedule procurement and production programme to minimize cost.</p> <p>SB10. Maintain an appropriate level of stock for ensuring continuous production</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Consider every purchase issue affecting the functioning of the factory and take appropriate decisions and/or report to the management for guidance.</p> <p>SB12. Purchase of new machinery in consultation with technical for enhancing productivity.</p>	

NOS Version Control

NOS Code	RSC / N 6301		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/15
Industry Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/15
Occupation	Sales & Marketing	Next review date	22/06/17



National Occupational Standard



Overview

The unit is about Sales of various materials in a TSR factory.

Unit Code	RSC / N6302
Unit Title (Task)	Sales Activity
Description	This unit is about designing promotional strategies, marketing and sales of TSR in local, national and international markets.
Scope	<p>This unit covers the following tasks:</p> <ul style="list-style-type: none"> Assess the quality and grades of TSR Design promotional strategies Responsible for marketing the product and sale of product profitably. Analyze prevailing market trends Keep a track of customer requirements and maintain good rapport with customers. Maintain record of sales data
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Quality Assessment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assess quality of TSR PC2. Identify various grades of TSR PC3. Relate the quality to the pricing of the product in the market</p>
Promotional Strategies	<p>PC4. Use different mediums (print, audio, video etc) to carry out promotional activities for the sale of product PC5. Design a cost effective promotional strategy to reach out to maximum clients PC6. Promote the product in local, national and international markets PC7. Keep a track of strategies of competitors in the market</p>
Marketing/ Sales	<p>PC8. Coordinate with production manager for understanding the supply/availability of the product and accordingly organize sale /marketing of product PC9. Market/sell the product profitably PC10. Proficiently use knowledge in computer applications for sales activity to maximize the profits of the firm PC11. Apply knowledge of Sales Tax, Duties, BIS / ISI rules in transactions PC12. Maintain Order book in proper manner PC13. Handle interstate movement of product PC14. Undertake export of the product PC15. Ensure timely delivery of product PC16. Ensure timely receipt of payment from clients PC17. Coordinate with accounts department for ensuring proper</p>

	<p>settlement of payment, taxes and transportation charges.</p> <p>PC18. Prepare invoice and other documents for effecting sales of the product</p> <p>PC19. Arrange for replacement of product/monetary settlement in case of any defect or quality issue</p>
Market Trends	<p>PC20. Keep a close watch on prevailing market trends with respect to price variations, quality changes, innovations etc.</p> <p>PC21. Use the updated information on market trends to maximize profit through sales</p> <p>PC22. Analyze effect of policy changes on demand and supply of the product</p> <p>PC22. Understand currency movements and their impact on sales opportunity in international markets</p>
Relationship	<p>PC23. Take into account customer requirements and market the product accordingly</p> <p>PC24. Maintain good rapport with customers and resolve the clients issues</p> <p>PC25. Correspond effectively with management, staff, workers and clients</p> <p>PC26. Maintain a good relation with the marketing team and motivate them to maximize sales</p>
Sales Data	<p>PC27. Properly record sales data</p> <p>PC28. Undertake compilation, analysis and documentation</p> <p>PC29. Documentation for publication, reporting and recording for future reference</p>
Knowledge and Understanding (K)	
C. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The objectives and functioning of the factory.</p> <p>KA2. Functioning of the factory and the organizational structure and span of control</p> <p>KA3. Quality policies of the management</p> <p>KA4. Production targets and schedule</p> <p>KA5. Sales and profit targets</p> <p>KA6. Quality standards of various grades of TSR.</p> <p>KA7. Implications of Sales Tax, Duties and guidelines of Rubber Act, BIS / ISI rules etc.</p> <p>KA8. Accounting rules and procedures</p> <p>KA9. Importance of coordinating with other departments for maximizing sales of the product.</p>
D. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Pricing policy of various grades for TSR</p>

	<p>KB2. Production capacity of the factory KB3. Customer requirement on the quality and packing of the product KB4. National/International specifications for the product KB5. Quality management and control systems for TSR KB6. Importance of timely shipment and delivery of product KB7. Good manufacturing practices for TSR KB8. Current market trends in TSR in India and abroad KB9. Market development and promotional strategies for TSR KB10. Sales procedures KB11. Export procedures for TSR KB12. Basic knowledge in accountancy and computing. KB13. Modes of transportation and related costs for delivery of material KB14. Implications and impact of changes in economic policies, currency movements, trade agreements etc.</p>
Skills (S)	
<p>C. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to: SA1. Draft content of promotional strategies for different mediums. SA2. Write in English and local language. SA3. Write memos, notices and other letters to various agencies SA4. Prepare invoice, reports, charts and agreements. SA5. Prepare training manuals for marketing team.</p>
	<p>Reading and Understanding Skills</p>
	<p>The user/individual on the job needs to know and understand how to: SA6. Read periodicals, articles and informative writings on TSR, specification of raw material and products, market reports, etc in English and local language SA7. Read and understand various notifications/letters from regulatory agencies and government SA8. Read and understand relevant Acts and Rules and amendments thereof.</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to: SA9. Communicate effectively with workers, staff, management and clients SA10. Address market and clients issues through oral communication. SA11. Speak in English and local language.</p>
<p>D. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:- SB1. Take decisions in case of sudden change in market prices, problems arising out of labour unrest, etc. SB2. Take appropriate decisions regarding marketing and pricing strategy in view of changing quality and availability of material</p>

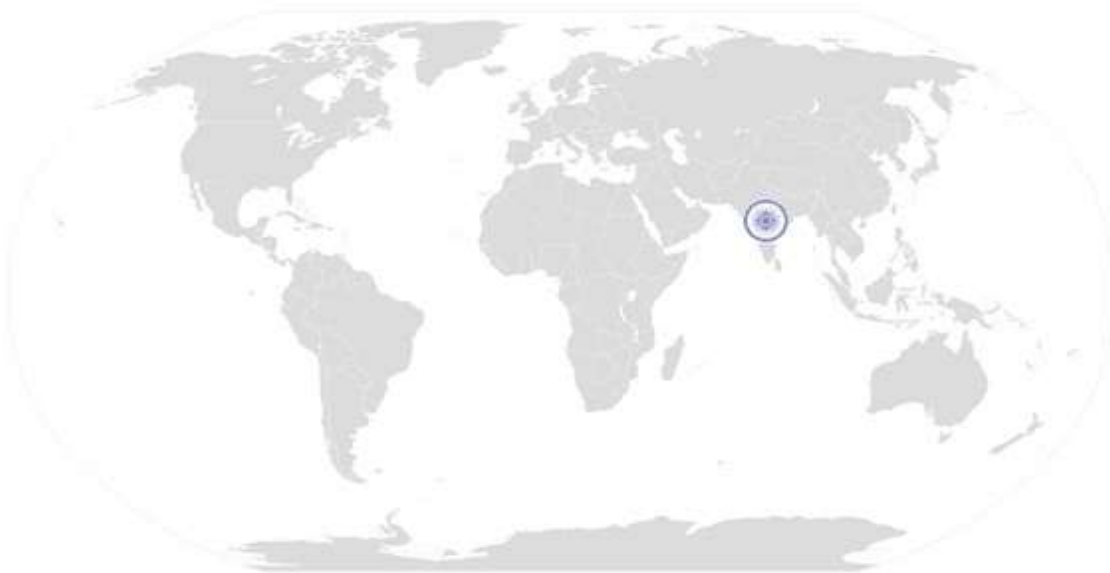
	SB3. Take diplomatic decisions while handling customer’s complaints.
	Plan and Organize
	The user/individual on the job needs to know and understand how to:- SB4. Design promotional strategies according to the budget SB5. Arrange for timely sale of products to ensure maximum return from sales SB6. Plan sales taking into account material availability SB7. Plan for marketing of material to achieve sales target
	Customer Centricity
	The user/individual on the job needs to know and understand how to:- SB8. Maintain good relation with all clients SB9. Fulfill the customers requirement as per their demand SB10. Ensure timely delivery of material SB11. Communicate effectively for any delay in supplies to the clients SB12. Get timely receipt of payment from the clients
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB11. Deal with market fluctuations, price variations, material availability and solve any sudden and unexpected problems. SB12. Arrange for replacement of product/monetary settlement in case of any defect or quality issue
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyze market trends and advise the Management to schedule promotional programme and marketing for maximum profitability. SB14. Analyze effect of policy changes on demand and supply of the product
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Strategize the sale of the product in local, national and international market at competitive rates to maximize profit of the firm SB16. Consider every issue affecting the sales of the firm and take appropriate decisions and/or report to the management for guidance.

NOS Version Control

NOS Code	RSC / N 6302		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/15
Industry Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/15
Occupation	Sales & Marketing	Next review date	22/06/17



National Occupational Standard



Overview

This unit is about reporting and documentation.

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

To carry out reporting and documentation

	<p>timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
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 and Understanding 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>
Integrity	

To carry out reporting and documentation

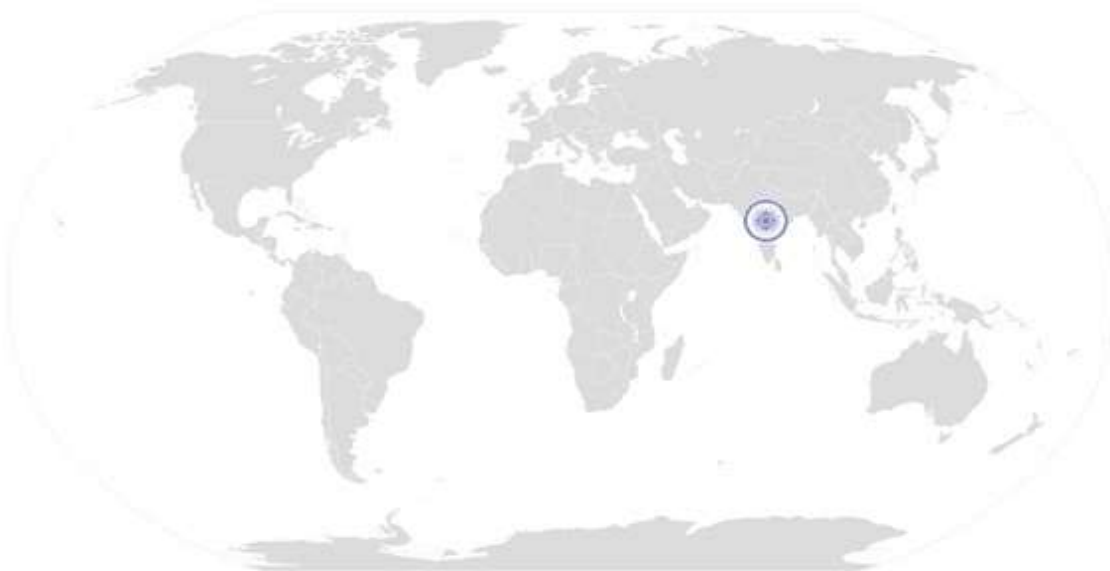
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships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

NOS Version Control

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber (NR) 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)	
B. 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 and Understanding 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>	

To carry out quality checks

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

NOS Version Control

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 (NR) Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about problem identification and escalation

To carry out problem identification and escalation

National Occupational Standard	Unit Code	RSC / N 5004
	Unit Title (Task)	To carry out problem identification and escalation
	Description	This unit is about problem identification and escalation
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify problems across: <ul style="list-style-type: none"> - Raw materials - Chemicals - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems</p> <p>PC2. Identify any wrong practices that may lead to problems</p> <p>PC3. Identify practices that may impact the final product quality</p> <p>PC4. Identify if the problem has occurred before</p> <p>PC5. Identify other operations that might be impacted by the problem</p> <p>PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>	
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)</p> <p>PC8. Consider possible reasons for identification of problems</p> <p>PC9. Consider applicable corrections and formulate corrective action</p> <p>PC10. Formulate action in a timely manner</p> <p>PC11. Communicate problem/remedial action to appropriate parties</p> <p>PC12. Take corrective action in a timely manner</p> <p>PC13. Take corrective action for problems identified according to the company procedures</p> <p>PC14. Report/document problem and corrective action in an appropriate manner</p> <p>PC15. Monitor corrective action</p> <p>PC16. Evaluate implementation of corrective action taken to determine if the</p>	

To carry out problem identification and escalation

	<p>problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
Problem Escalation	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories(if applicable)</p> <p>KB3. The impact of operations on the user and equipment(if applicable)</p> <p>KB4. The impact of operations on the final product (if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as</p>

To carry out problem identification and escalation

	estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
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	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

To carry out problem identification and escalation

NOS Version Control

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Officer (Purchase/Sale) TSR
Qualification Pack RSC/ Q 6301
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	Element	Performance Criteria No.	Total	Theo ry	Practic al
RSC/ N 6301 (Purchase activity)	Plan and Schedule	PC1. Actively participate in planning and control of production to plan and schedule purchases accordingly.	6	2	4
		PC2. Consider the consumption pattern of raw materials, other inputs and utilities in purchase plans	6	2	4
		PC3. Prepare schedule of purchase of raw material and other inputs keeping enough stock of material for manufacturing of the product without interruption of the working of Factory.	4	2	2
		PC4. Plan machinery purchases as per the requirement (capacity increase as orders increases, outdated machine replacement etc)	4	2	2
		PC5. Report the purchase requirement of machinery parts or other material for repair/maintenance of equipment/machinery to the higher authority for approval	6	2	4
		PC6. Inform the storage department for space availability as per planned purchases	4	2	2
		PC7.Consider funds availability before undertaking purchases	4	2	2
	Purchasing	PC8. Invite quotations and purchase the raw material, other inputs, tools and machinery at competitive rate	6	2	4

		PC9. Organize purchase of machinery parts or other material for repair/maintenance of equipment/machinery	4	2	2
		PC10. Regulate purchase expenditure as per fund allocation	4	2	2
		PC11. Proficiently use knowledge in computer applications for purchases at competitive rates.	6	2	4
		PC12. Apply knowledge of Taxes, Duties, quality standards etc. while carrying out transactions	4	2	2
		PC13. Apply accounting knowledge for error free transaction	4	2	2
		PC14. Co-ordinate with accounts head/department for undertaking purchase activity	6	4	2
	Quality Assessment	PC15. Assess the quality of all the material procured for processing operation	4	2	2
		PC16. Get the replacement of material not conforming to the standards accepted by the firm.	4	2	2
	Market Trends	PC17. Keep a close watch on prevailing market trends with respect to price variations, quality changes, innovations etc.	4	2	2
		PC18. Use the updated information on market trends to minimize cost in undertaking purchases	4	4	0
		PC19. Analyse the domestic and foreign consumption pattern of raw material.	4	0	4
		PC20. Understand the technical developments in machinery used for TSR	2	0	2
	Relationship	PC21. Take into account customer requirements and act accordingly	2	0	2
		PC22. Maintain good rapport with vendors	2	0	2
		PC23. Correspond effectively with management, staff, workers and suppliers	2	0	2
		PC24. Maintain good contacts in the market to receive any new information influencing the time, quantity and source of procurement	4	0	4
			100	40	60
RSC / N6302 Sales	Quality Assessment	PC1. Assess quality of TSR	2	0	2
		PC2. Identify various grades of TSR	4	2	2

Activity		PC3. Relate the quality to the pricing of the product in the market	4	0	4
	Promotional Strategies	PC4. Use different mediums (print, audio, video etc) to carry out promotional activities for the sale of product	2	0	2
		PC5. Design a cost effective promotional strategy to reach out to maximum clients	6	4	2
		PC6. Promote the product in local, national and international markets	4	2	2
		PC7. Keep a track of strategies of competitors in the market	4	2	2
	Marketing/ Sales	PC8. Coordinate with production manager for understanding the supply/availability of the product and accordingly organize sale /marketing of product	4	0	4
		PC9. Market/sell the product profitably	6	4	2
		PC10. Proficiently use knowledge in computer applications for sales activity to maximize the profits of the firm	4	2	2
		PC11. Apply knowledge of Sales Tax, Duties, BIS / ISI rules in transactions	4	2	2
		PC12. Maintain Order book in proper manner	4	2	2
		PC13. Handle interstate movement of product	2	0	2
		PC14. Undertake export of the product	4	0	4
		PC15. Ensure timely delivery of product	<u>2</u>	<u>0</u>	<u>2</u>
		PC16. Ensure timely receipt of payment from clients	<u>2</u>	<u>2</u>	<u>0</u>
		PC17. Coordinate with accounts department for ensuring proper settlement of payment, taxes and transportation charges.	2	2	0
		PC18. Prepare invoice and other documents for effecting sales of the product	2	2	0
	PC19. Arrange for replacement of product/monetary settlement in case of any defect or quality issue	4	2	2	
	Market Trends	PC20. Keep a close watch on prevailing market trends with respect to price variations, quality changes, innovations etc.	4	0	4
		PC21. Use the updated information on market trends to maximize profit through sales	4	0	4
		PC22. Analyze effect of policy changes on demand and supply of the product	4	2	2

		PC22. Understand currency movements and their impact on sales opportunity in international markets	6	2	4
	Relationship	PC23. Take into account customer requirements and market the product accordingly	4	2	2
		PC24. Maintain good rapport with customers and resolve the clients issues	2	0	2
		PC25. Correspond effectively with management, staff, workers and clients	2	0	2
		PC26. Maintain a good relation with the marketing team and motivate them to maximize sales	2	0	2
	Sales Data	PC27. Properly record sales data	2	2	0
		PC28. Undertake compilation, analysis and documentation	2	2	0
		PC29. Documentation for publication, reporting and recording for future reference	2	2	0
			100	40	60
RSC/ N 5008 Documentation & Office Management	Office management	PC1. General office procedures	4	4	0
	Office management 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
	Account maintenance Balance sheet & budget Preparation	PC8. Proper accounting and book keeping	6	4	2
		PC9. Regulating expenditure as per fund allocation	2	2	0
		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
	Balance sheet	PC14. Annual balance sheet preparation	2	0	2
PC15. Annual EPF statements & other statutory		2	2	0	

	&budget Preparation	statements			
	Input/equipment purchase & management	PC16. Assessment of input & equipment requirement	2	2	0
	Input/equipment purchase & management	PC17. Arrange for purchase, effective utilization & management of the resources.	4	2	2
	Data collection, analysis & documentation	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 vendors, clients, govt. agencies and public	2	2	0
		PC23.Document notifications/letters from Government agencies and management	2	0	2
			100	70	30
RSS/ N 5003 To carry out quality checks	inspection	PC1. Ensure that total range of checks are regularly and consistently performed	8	2	6
	inspection 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
	Analysis 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
	Reporting	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
	-	-	-	-	-
5. RSS/ N 5004 (Problem identification and solving)	Problem Solving	PC1. Recognize and define the problems	10	6	4
		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	4	4
		PC5. Nip it in the bud stage itself	8	6	2
	Problem Solving	PC6. Find out possible solutions	10	8	2
		PC7. Evaluate the alternatives	8	6	2
		PC8. Select the best alternative for solution	10	8	2
		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
			100	70	30