

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



Contents

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

Introduction

Qualifications Pack- Quality Control Inspector - Statistical process control

SECTOR: RUBBER INDUSTRY

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

OCCUPATION: Quality Control

REFERENCE ID: RSC/ Q 0416

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The individual is required to carry out Statistical process control by collecting different production related data and use appropriate technique to carry out statistical analysis.

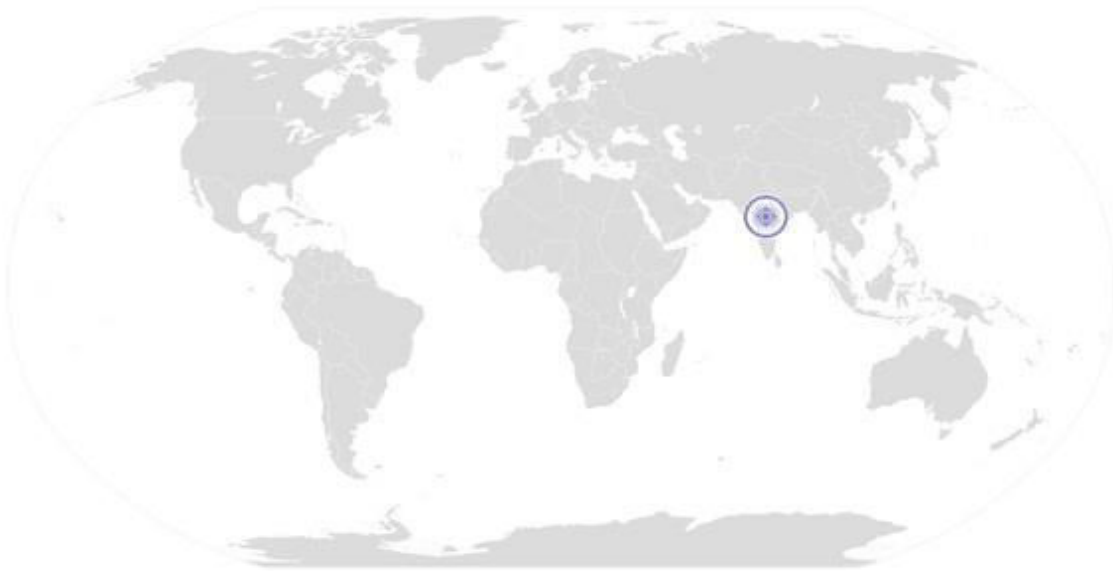
Personal Attributes: The individual is required to have good mathematical and analytical skills.He must be hard working and be open to continuous learning.

Job Details	Qualifications Pack Code	RSC/ Q 0416		
	Job Role	Quality Control Inspector-Statistical process control		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	20/03/13
	Sub-sector	Tyre and Non- tyre	Last reviewed on	29/12/15
	Occupation	Quality control	Next review date	29/12/17
	NSQC Cleanace on	20/07/2015		

Job Role	Quality Control Inspector-Statistical process control
Role Description	The individual is required to carry out Statistical process control by collecting different production related data and use appropriate technique to carry out statistical analysis.
NSQF level	6
Minimum Educational Qualifications*	Graduate in Science
Maximum Educational Qualifications*	Masters in Science
Training (Suggested but not mandatory)	-
Minimum Job Entry Age	18 years
Experience	Worked in the operation as a supervisor for 2-3 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/ N1601 (To carry out statistical analysis of data) RSC/ N5001 (To carry out housekeeping) RSC/ N5002 (To carry out reporting and documentation) RSC/ N5003 (To carry out quality checks) RSC/ N5004 (To carry out problem identification and escalation) Optional: <ol style="list-style-type: none"> NA
Performance Criteria	As described in the relevant OS units

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

National Occupational Standard



Overview

This unit is about carrying out statistical process control

RSC / N 1601
To Carry Out Statistical Analysis Of Data

Unit Code	RSC / N 1601
Unit Title (Task)	To Carry out statistical analysis of data
Description	This unit is about carrying out statistical process control (SPC)
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Collect data from different sources • Analysis of data using statistical tools/ techniques • Interpretation of results and provide feedback • Documentation and record keeping
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Data Collection	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Prepare/collect different production/product related data for analysis PC2. Check the validity of the data collected.</p>
Analysis	<p>PC3. Keep tools like calipers, gauges duly calibrated/validated/verified and accessories like calculator, computer ready before starting the analysis as per SOP.</p> <p>PC4. Follow appropriate statistical procedures while conducting analysis PC5. Record the data analysis PC6. Interpret results PC7. Take up the findings with QC in charge/appropriate authority and help in design of experiments for quality improvement.</p>
Health & Safety	<p>PC8. Ensure Housekeeping and safety in the analysis area PC9. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP</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. Different types of batches that are run in plant KA2. Implications of poorly prepared equipment KA3. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA4. Quality and damage checks to be done and importance of the same KA5. Importance of identifying non-conforming products and storage of the same KA6. Risk and impact of not following defined procedures/work instructions KA7. Escalation matrix for reporting identified issues KA8. Types of documentation in organization and importance of the same KA9. Records to be maintained and implications of non-maintenance of the same KA10. Company manual and from where to attain it</p>

RSC / N 1601
To Carry Out Statistical Analysis Of Data

	<p>KA11. Importance of housekeeping & good shop floor practices (e.g. 3S/5S)</p> <p>KA12. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA13. Personal protection (Which protective equipment to be used and how)</p> <p>KA14. Impact of poor practices on health, safety and environment</p> <p>KA15. Potential hazards and actions to minimize the same</p> <p>KA16. Escalation matrix and escalation procedure for reporting hazards</p> <p>KA17. The usage of different fire extinguisher</p> <p>KA18. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA19. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA20. Handover/ Takeover the equipment/ work area as per company's SOP</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of Statistical Process Control (SPC) procedure and its implication.</p> <p>KB2. Understanding the role of SPC in the process & their importance in the product quality/ consistency</p> <p>KB3. The purposes of measurement and the specific use to which the results are to be put</p> <p>KB4. Understanding of type of measurements/checks for various products/ processes and implications of the same</p> <p>KB5. Procedures for storing samples</p> <p>KB6. The methods that can be used for controlling test variables</p> <p>KB7. The types of impact assessment system/technique available, and their application.</p> <p>KB8. Methods and techniques involved in evaluating information like control charts (UCL, LCL, Targeted value) process capability (Cp, Cpk), standard deviation, design of experiments</p> <p>KB9. Units of measurement</p> <p>KB10. Computer/application software processing</p> <p>KB11. Response to emergencies e.g. Power failures, fire and system failures and manual intervention to avoid disaster</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. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail</p> <p>SA2. Maintain proper records as per given format</p> <p>Reading Skills</p>

RSC / N 1601
To Carry Out Statistical Analysis Of Data

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA2. Read images, graphs, diagrams</p> <p>SA3. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Communication with upstream and downstream teams</p> <p>SA5. Communicate with job owners like sample originating section, supplier etc.</p> <p>SA6. Work in a team and other behavioral skills required to support the small group activities (eg. quality circle, suggestion scheme, cross functional teams)</p> <p>SA7. Disclose information only to those who have the right and need to know it.</p> <p>SA8. Communicate confidential and sensitive information discretely to authorized person</p> <p>SA9. Practice honesty with respect to company property and time</p> <p>SA10. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA11. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>SA12. Take responsibility for completing one's own work assignment</p> <p>SA13. Take initiative to enhance/learn skills in one's area of work</p> <p>SA14. 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>SA15. Is open to new ways of doing things</p> <p>SA16. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>SA17. Avoid absenteeism</p> <p>SA18. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA19. Be punctual</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p> <p>SB2. Application of basic sciences, mathematics</p> <p>SB3. Application of statistics</p> <p>SB4. Use of a computer/ application software</p>
	<p>Plan and Organize</p>

RSC / N 1601
To Carry Out Statistical Analysis Of Data

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. seek clarification on problems from others</p> <p>SB6. apply problem-solving approaches in different situations</p> <p>SB7. refer anomalies to the line manager</p>
	<p>Customer Centricity</p>
	<p>NA</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB 8. Interpret quality for sheet</p> <p>SB 9 . Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB 10. Diagnose common problems in the machine based on visual inspection, sound , temperature etc</p> <p>SB 11. Suggest improvements(if any) in process based on experience</p> <p>SB12. Interpret data and analyse results</p> <p>SB13. Apply various tests/parameters for various purposes</p> <p>SB14. Suggest improvements(if any) in process/product based on experience</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Handle equipment/rubber sheet</p> <p>SB6. seek clarification on problems from others</p> <p>SB16. apply problem-solving approaches in different situations</p> <p>SB17. refer anomalies to the line manager</p>

RSC / N 1601
To Carry Out Statistical Analysis Of Data
NOS Version Control

NOS Code	RSC / N 1601		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- Tyre	Last reviewed on	29/12/15
Occupation	Quality control	Next review date	29/12/17



National Occupational Standard



Overview

This unit is about carrying out housekeeping

RSC / N 5001
To Carry Out Housekeeping

National Occupational Standard

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
Operations	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and</p>

RSC / N 5001
To Carry Out Housekeeping

	meets requirements PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored PC21. Dispose the waste garnered from the activity in an appropriate manner PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly
General	PC23. Maintain schedules and records for housekeeping duty PC24. Replenish any necessary supplies or consumables
Knowledge and Understanding (K)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work KB2. How to inspect a work area to decide what cleaning it needs KB3. Methods and materials that used for cleaning variety of surfaces KB4. The types of cleansing agents that are not to be mixed together KB5. The correct method for cleaning equipment and/or machinery used during your work KB6. The importance of personal protective equipment KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used KB8. The correct sequence for cleaning the work area KB9. The time taken by the treatment to work KB10. The importance of following manufacturer's instructions on cleaning agents KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments KB12. The importance of applying treatments evenly and the effect of not doing this KB13. Process of cleaning the surfaces without causing injury or damage KB14. The method to check the treated surface and equipment on completion of cleaning KB15. Procedures for reporting any unidentified soiling KB16. Procedures for disposing off waste KB17. Procedures for disposing off or storing personal protective equipment KB18. Escalation procedures for soils or stains that could not be removed
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required

	<p>format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p> <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>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>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>
	Decision Making

RSC / N 5001
To Carry Out Housekeeping

B. Professional Skills	The user/individual on the job needs to know and understand how to: SB5. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB6. Application of basic sciences, mathematics SB7. Application of statistics SB8. Use of a computer/ application software
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB5. seek clarification on problems from others SB6. apply problem-solving approaches in different situations SB7. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 8. Interpret quality for sheet SB 9 . Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB 10. Diagnose common problems in the machine based on visual inspection, sound , temperature etc SB 11. Suggest improvements(if any) in process based on experience SB12. Interpret data and analyse results SB13. Apply various tests/parameters for various purposes SB14. Suggest improvements(if any) in process/product based on experience
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB15. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB16. apply problem-solving approaches in different situations SB17. refer anomalies to the line manager	

NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- Tyre	Last reviewed on	29/12/15
Occupation	Quality control	Next review date	29/12/17



National Occupational Standard



Overview

This unit is about reporting and documentation

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

	<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 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> <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>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>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. seek clarification on problems from others</p> <p>SB3. apply problem-solving approaches in different situations</p> <p>SB4. refer anomalies to the line manager</p>
	Customer Centricity
	NA
Problem Solving	

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB 5. Interpret quality for sheet</p> <p>SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Proper collection of waste material</p> <p>SB8. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others</p> <p>SB10. apply problem-solving approaches in different situations</p> <p>SB11. refer anomalies to the line manager</p>

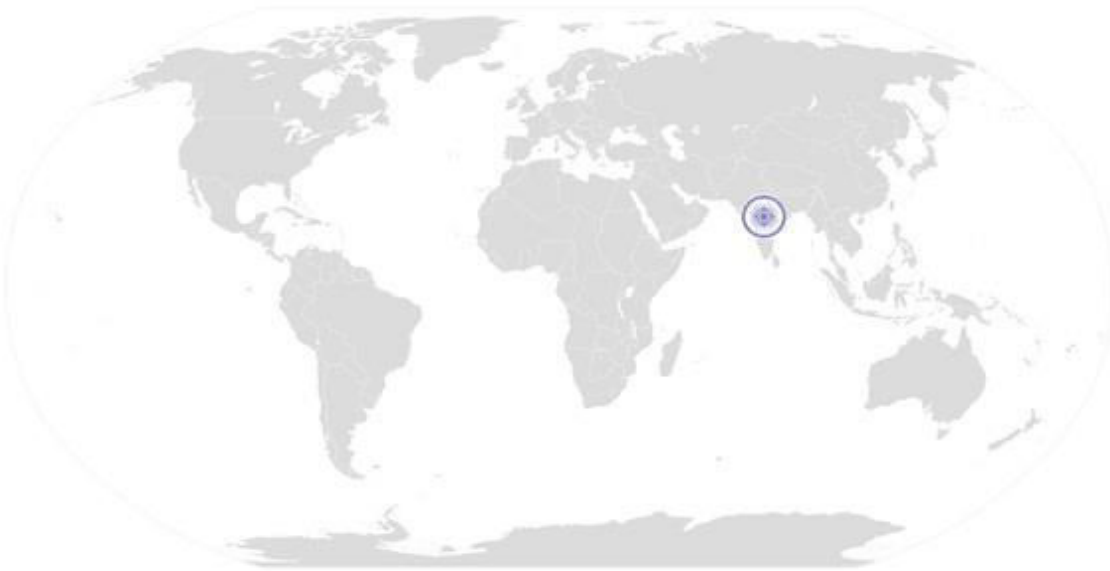


RSC / N 5002
To Carry Out Reporting And Documentation
NOS Version Control

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- Tyre	Last reviewed on	29/12/15
Occupation	Quality control	Next review date	29/12/17


[Back to QP](#)

National Occupational Standard



Overview

This unit is about carrying out quality checks

RSC / N 5003
To Carry Out Quality Checks

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

RSC / N 5003
To Carry Out Quality Checks

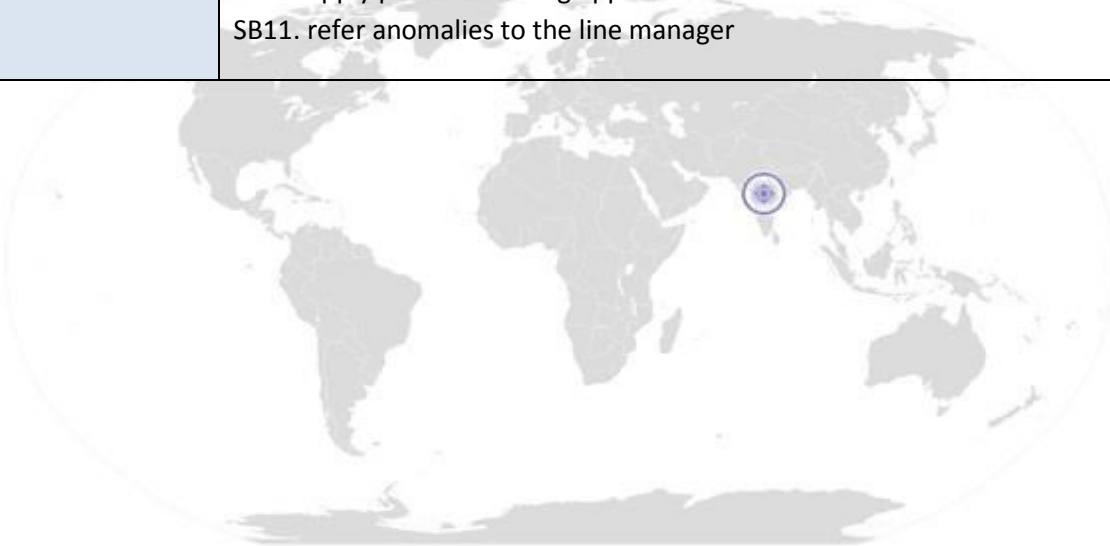
	<p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p> <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>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>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. seek clarification on problems from others</p> <p>SB3. apply problem-solving approaches in different situations</p> <p>SB4. refer anomalies to the line manager</p>
	Customer Centricity
	NA
Problem Solving	

RSC / N 5003

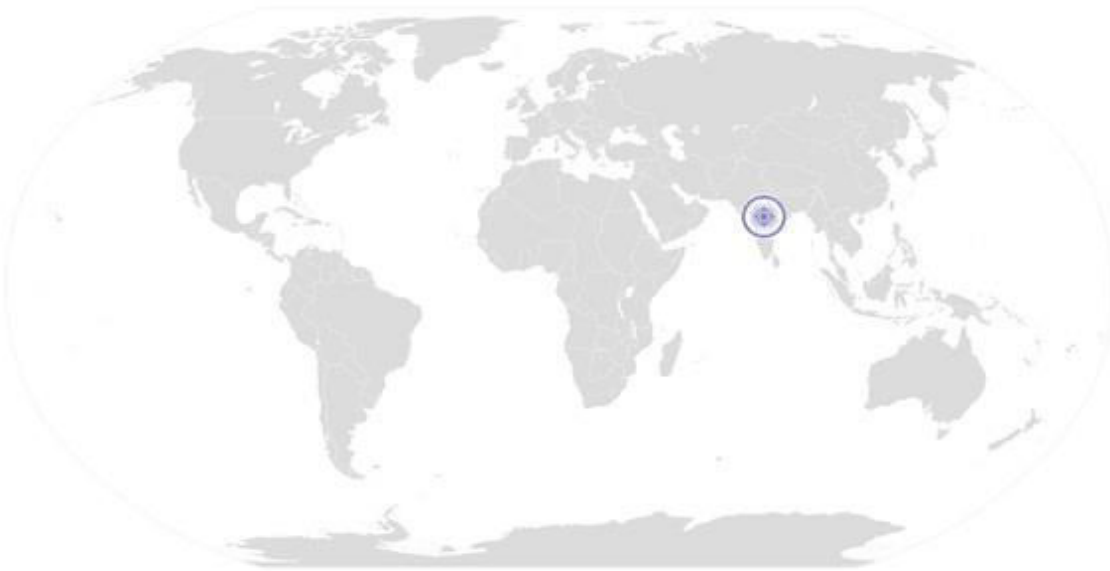
To Carry Out Quality Checks

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB 5. Interpret quality for sheet</p> <p>SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Proper collection of waste material</p> <p>SB8. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Handle equipment/rubber sheet</p> <p>SB6. seek clarification on problems from others</p> <p>SB10. apply problem-solving approaches in different situations</p> <p>SB11. refer anomalies to the line manager</p>



NOS Version Control

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- Tyre	Last reviewed on	29/12/15
Occupation	Quality control	Next review date	29/12/17



National Occupational Standard



Overview

This unit is about problem identification and escalation

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 - Compounds - 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>

To Carry Out Problem Identification And Escalation

	<p>PC16. Evaluate implementation of corrective action taken to determine if the 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>

To Carry Out Problem Identification And Escalation

	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
	Reading 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) SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.

To Carry Out Problem Identification And Escalation

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. seek clarification on problems from others SB3. apply problem-solving approaches in different situations SB4. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 5. Interpret quality for sheet SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Proper collection of waste material SB8. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager	

To Carry Out Problem Identification And Escalation

NOS Version Control

NOS Code	RSC / N 5004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- Tyre	Last reviewed on	29/12/15
Occupation	Quality control	Next review date	29/12/17



[Back to QP](#)

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Quality Control Inspector -Statistical process control

Qualification Pack Code: RSC/ Q 0416

Sector Skill Council: Rubber Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment Strategy			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theory	Practical
1. RSC/N1601 To Carry Out Statistical Analysis Of Data	Data Collection	PC1. Prepare/collect different production/product related data for analysis	4	4	0
		PC2. Check the validity of the data collected.	10	4	6
	Analysis	PC3. Keep tools like calipers, gauges duly calibrated/validated/verified and accessories like calculator, computer ready before starting the analysis as per SOP.	12	4	8
		PC4. Follow appropriate statistical procedures while conducting analysis	23	8	15
		PC5. Record the data analysis	12	0	12
		PC6. Interpret results	25	10	15
		PC7. Take up the findings with QC in charge/appropriate authority and help in design of experiments for quality improvement.	2	2	0
	Health & Safety	PC8. Ensure Housekeeping and safety in the analysis area	8	4	4
		PC9. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP	4	4	0
			100	40	60
2. RSC/N5001	Pre housekeepi	PC1. Inspect the area while taking into account various surfaces	3	3	0

To Carry Out Housekeeping	ng activities	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	3	3	0
		PC3. Ensure that the cleaning equipment is in proper working condition	3	3	0
		PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	3	3	0
		PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	3	3	0
		PC6. Inform the affected people about the cleaning activity	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0
		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
		Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3
	PC11. Carry out cleaning activity without disturbing others		3	3	0
	PC12. Deal with accidental damage, if any, caused while carrying out the work		3	3	0
	PC13. Report to the appropriate person any difficulties in carrying out your work		3	3	0
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		3	3	0
	Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	8	2	6
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	3	3	0
		PC21. Dispose the waste garnered from the activity	9	3	6

		in an appropriate manner			
		PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
3. RSC/N5002 To Carry Out Reporting And Document ation	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Document ation	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10
		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
	Informatio n Security	PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
		PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
			PC10. Inform the appropriate authority of requests for information received	6	6
			100	60	40
4. RSC/N5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	4	2
		PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
		PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
		PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
		PC7. Suggest corrective action to address problem	5	3	2
		PC8. Review effectiveness of corrective action	5	3	2

	Reporting	PC9. Interpret the results of the quality check correctly	4	4	0
		PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
		PC11. Take up the results of the findings within stipulated time	3	3	0
		PC12. Record of results of action taken	3	3	0
		PC13. Record adjustments not covered by established procedures for future reference	3	3	0
		PC14. Review effectiveness of action taken	2	2	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40
5. RSC/N5004 To Carry Out Problem Identificati on And Escalation	Problem Identificati on	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an	2	2	0

		identified problem			
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1
		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
			100	70	30