QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

Contents

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Rubber Product-Quality Assurance Supervisor

(Options*: Latex Products*)

SECTOR: RUBBER INDUSTRY

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

OCCUPATION: Quality assurance

REFERENCE ID: RSC/Q2401

ALIGNED TO: NCO-2015/2113.0901

Brief Job Description: Rubber Product-Quality Assurance Supervisor is responsible for inspecting/ controlling/assuring the quality of raw material and their storage and issue, the plant processing and the intermediate products produced at different stages of production process such as rubber compounds, semi-finished and finished products. They are responsible for ensuring conformity of quality standards. They are also responsible for final product inspection, segregation of non conforming products and packaging.

Quality Assurance-Latex Products: Quality Assurance-Latex Products is carrying out quality assurance of latex products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.

Personal Attributes: This job requires the individual to be patient, honest and trustworthy. He should be able to concentrate well and finish tasks within the specified timelines. He should be smart enough to identify the quality issues and strict in order to maintain the quality standards.

Job Details

Qualifications Pack Code	**RSC/Q2401**		
Job Role	**Rubber Product-Quality Assurance Supervisor**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Sector	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Sub-sector	**Tyre and Non Tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**
NSQC Clearance on			

Job Role	**Rubber Product-Quality Assurance Supervisor**
Role Description	Rubber Product-Quality Assurance Supervisor is responsible for inspecting/ controlling/assuring the quality of raw material and their storage and issue, the plant processing and the intermediate products produced at different stages of production process such as rubber compounds, semi-finished and finished products.
NSQF level **Minimum Educational Qualifications*** **Maximum Educational Qualifications***	6 Class XIIth Pass
Prerequisite License or Training	NA
Minimum Job Entry Age	18 years
Experience	Worked as assistant technician/inspector for minimum 3 years
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. RSC/N2402 - Quality assurance at various stages of rubber production 2. RSC/N5001 - Carry out housekeeping in rubber product manufacturing 3. RSC/N5002 - Carry out reporting and documentation 4. RSC/N5003 - Carry out quality checks 5. RSC/N5004 - Carry out problem identification and escalation 6. RSC/N5007 - Carry out health and safety 7. RSC/N50013 - Develop entrepreneurship skills **Options (not mandatory) :** Latex Products 8. RSC/N2403 - Quality assurance of latex products
Performance Criteria	As described in the relevant OS units

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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (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.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
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 quality assurance of rubber products manufacturing w.r.t materials procured, compounding, plant processing, inspection, packing and testing.

National Occupational Standard

Unit Code	RSC /N2402
Unit Title (Task)	Quality assurance at various stages of production
Description	This unit is about carrying out quality assurance of rubber products manufacturing w.r.t materials procured, compounding, plant processing, inspection, packing and testing.
Scope	This unit/task covers the following: • Equipment preparation and calibration of instruments to be used in the Quality Assurance process. • Sample Collection • Quality Assurance through visual inspection, dimensional checks, statistical procedures at different stages of rubber product manufacturing. ○ Carry out tests as per assigned frequency and documented and approved test methods ○ Analysis, interpretation, judgment and reporting • Record Keeping and maintenance • Ensure housekeeping and safety in the working area

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Equipment readiness	To be competent, the user/individual on the job must be able to : PC1. Identify the most appropriate equipment for testing as per the SOP PC2. Calibrate /verify/validate the testing equipment periodically as per SOP PC3. Identify defective equipment/apparatus and steps to be taken as per SOP
Sample Collection	PC4. Draw sample of the material from the lot to be tested as per standard procedures (SOP) PC5. Ensure sampling should be as per the guidelines PC6. Identify the sample by labeling/numbering as per SOP
Quality Assurance	PC7. Carry out testing of raw materials , rubber products (semi or finished) as per the standards PC8. Carry out visual inspection at specified intervals to identify surface defects like blooming, color change, flow mark, cut mark, blisters, blows, bulges, undulation, excessive deflashing as per SOP PC9. Follow statistical Quality Assurance procedures PC10. Work according to laboratory procedures ,standards and testing procedures PC11. Check product parameters through on line and off line test procedures PC12. Communicate tag for the batch marking to the downstream team and upstream teams PC13. Carry out Inspection and packing controls and procedures PC14. Confirm product dimensions and weight controls PC15. Ensure that the material is not altered in any way during checking PC16. Identify causes of defects to maintain product quality. PC17. Monitor rectified products to ensure the problems have been solved. PC18. Interpret the results correctly. PC19. Record dimensions in check sheet PC20. Carry out Q C audit and quality procedures. PC21. Pre shipment inspection and lot release PC22. Comparison of the vendor supplied product specifications with standards for

	accept/reject criteria up on lab testing PC23. Observe GMP and other quality standards / procedure
Recording and Reporting	PC24. Record and maintain the data as per the company standards (SOP) PC25. Ensure that reports/records are accurate and clear PC26. Release or Hold the material as per finding for further processing. PC27. Take up the results of the findings with supplier/QA in-charge/appropriate authority. PC28. Inform concerned persons for rectifications, if needed in specified time limit PC29. Ensure proactive action through document change (if any), process change, material change including training as per root cause analysis.
Housekeeping & Safety	PC30. Handle the equipments and samples properly PC31. Conduct the quality checks wearing the appropriate attire and safety gears PC32. Precaution for dust / chemical inhaling and handling PC33. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)
Material Disposal	PC34. Dispose off all materials used in the QA test safely as per Health and Safety management system of the company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Company's quality policies and acceptance standards for raw materials, processed and final product. KA2. Organisational Coding system of raw material, compounds and products KA3. Chemicals and Latex used in the industry and their function KA4. Different quality management systems KA5. Principles of good quality assurance practices applicable in the workplace KA6. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA7. Importance of quality and damage checks KA8. Importance of identifying non-conforming products KA9. Risk and impact of not following defined procedures/work instructions KA10. Escalation matrix for reporting identified issues KA11. Types of documentation in organization and importance of the same KA12. Records to be maintained and implications of non-maintenance of the same KA13. Company manual and from where to attain it KA14. Importance of housekeeping & good shop floor practices KA15. Health, Safety and Environment guidelines, legislation and regulations as applicable KA16. Personal protection (Which protective equipment to be used and how) KA17. Impact of poor practices on health, safety and environment KA18. Potential hazards and actions to minimize the same KA19. Escalation matrix and escalation procedure for reporting hazards. KA20. Impact of various practices on cost, quality, productivity, delivery and safety KA21. Handover/ Takeover the equipment/ work area as per company's SOP
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of chemistry, physics, arithmetic and statistical quality control

	procedures KB2. Knowledge on different standard reference material for Quality Assurance. KB3. Awareness of Shelf life procedures, both accelerated and real time ageing methods. KB4. Principles of good inspection practices applied in the workplace KB5. Different types of defects/problems likely to be identified and the ways of rectifying them. KB6. Visual standards KB7. Maintaining master sample for visual/ colour matching KB8. Different techniques/inspection methods used to identify defects. KB9. Lighting requirements in work area KB10. Standard operating procedures for non-conformance products KB11. Methods and techniques (7 QC Tools) involved in evaluating information including root cause analysis through Fishbone diagram. KB12. Importance of vision testing KB13. Dimension standards and tolerances KB14. Procedures for storing samples KB15. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents needed for the implementation of quality improvements KB16. The methods that can be used for controlling test variables KB17. Computer/application software processing KB18. The types of impact assessment system/technique available, and their application. KB19. Methods and techniques involved in evaluating information like control charts (UCL, LCL, Targeted value) process capability (Cp, Cpk), standard deviation, design of experiments KB20. Product complaint handlings and its analyses. KB21. Role of different raw materials in compounding, processing/ product manufacturing and performance KB22. Knowledge of rubber products manufacturing machine, testing, inspection, packing machines & its operations KB23. Knowledge of lab equipment and its handing KB24. Specifications of materials tested and its importance in the release system KB25. National/International standard quality test methods for different materials KB26. Knowledge lab chemicals and preparations KB27. Methods/techniques used for labeling samples KB28. Procedure (SOP) to be followed in case the sample is unfit for test KB29. Statistical analysis of test data KB30. Implications (impact on internal/external customers) of defective products, materials or components. KB31. Different types of machines and their operation as well as control panel. KB32. Importance of process parameters (temperature, pressure etc) and impact KB33. Cleanliness and safety requirements for commencing a manufacturing operation KB34. Troubleshooting and adjusting the process parameters KB35. Knowledge of influence of parameters (e.g. time, temperature, pressure) on different operations KB36. Common defects in products, their possible causes and remedies KB37. Specifications and performance requirements of the product

	KB38. Potential problems in the Quality Assurance operation KB39. Appropriate solutions to the problems encountered KB40. Importance of proper record maintenance
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA2. SA2. Maintain proper records as per given format
	Reading Skills
	SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA4. Read images, graphs, diagrams SA5. Understand the various coding systems as per company norms
	Oral Communication
	SA6. Communication with upstream and downstream teams SA7. Communicate with job owners like sample originating section, supplier etc. SA8. Disclose information only to those who have the right and need to know it. SA9. Communicate confidential and sensitive information discretely to authorized person as per SOP
	Life Skills
	Integrity SA10. Practice honesty with respect to company property and time SA11. Communicate with people in a form and manner and using language that is open and respectful SA12. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA13. Take responsibility for completing one's own work assignment SA14. Take initiative to enhance/learn skills in one's area of work SA15. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA16. Is open to new ways of doing things SA17. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA18. Avoid absenteeism SA19. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA20. Work in disciplined lab environment SA21. Be punctual
B. Professional Skills	**Decision Making**

	The individual needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material/chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customer's requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Application of basic sciences and mathematics SB24. Application of statistics SB25. Use of computer/ application software

	Analytical Thinking
	SB26. Apply appropriate technique/method for various types of products to meet desired purpose SB27. Interpret data and analyse results SB28. Suggest improvements(if any) in process/product/materials based on results and experience
	Critical Thinking
	SB29. Handle rubber compound and products SB30. Complex sample components SB31. Perform computer operations

NOS Version Control

NOS Code	**RSC/N2402**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Tyre and Non-Tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**

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National Occupational Standard

Overview

This unit is about carrying out housekeeping

National Occupational Standard

Unit Code	RSC/N5001
Unit Title (Task)	**Carry out housekeeping in rubber product manufacturing**
Description	This unit is about carrying out housekeeping activities
Scope	This unit/task covers the following: • Preparing for housekeeping activities • Carry out housekeeping operations • Post housekeeping activities • General NOTE ; QA Supervisor working area covers from shop floor to their office/laboratory .As for as housekeeping is concerned they are responsible for maintenance and upkeep of their offices, laboratory/testing areas .Shop floor house keeping is responsibility of shop floor production and maintenance associates .
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Pre housekeeping activities	To be competent, the user/individual on the job must be able to: PC1. Carry out the inspection of the company's offices and lab/testing area PC2. Ensure that the testing area is free of any rubber, rubber products. PC3. Ensure all testing equipments are clean, zero set and are ready to use PC4. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain PC5. Ensure that the cleaning equipment is in proper working condition PC6. Select the suitable alternatives for cleaning the areas/lab glassware in case the appropriate equipment and materials are not available and inform the appropriate person PC7. Inform the affected people about the cleaning activity PC8. Display the appropriate signage for the work being conducted PC9. Ensure that there is adequate ventilation for the work being carried out PC10. Wear the personal protective equipment required for the cleaning method and materials being used
Operations	PC11. Use the correct cleaning method for the work area, type of soiling and surface PC12. Carry out cleaning activity without disturbing others PC13. Deal with accidental damage, if any, caused while carrying out the work PC14. Report to the appropriate person in care there are any difficulties in carrying out the work PC15. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill
Post housekeeping activities	PC16. Ensure that there is no oily substance on the floor to avoid slippage PC17. Ensure that no scrap material is lying around PC18. Maintain and store housekeeping equipment and supplies PC19. Follow workplace procedures to deal with any accidental damage caused during the cleaning process PC20. Ensure that, on completion of the work, the area is left clean and dry and

	meets requirements PC21. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored PC22. Dispose the waste garnered from the activity in an appropriate manner PC23. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly
General	PC24. Maintain schedules and records for housekeeping duty PC25. Replenish any necessary supplies or consumables
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
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 format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills 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 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
	Life Skills **Integrity** SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work

	SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
A. Professional Skills	**Decision Making**
	The individual needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material/chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is

	delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customers requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Application of basic sciences and mathematics SB24. Application of statistics SB25. Use of computer/ application software
	Analytical Thinking
	SB26. Apply appropriate technique/method for various types of products to meet desired purpose SB27. Interpret data and analyse results SB28. Suggest improvements(if any) in process/product/materials based on results and experience
	Critical Thinking
	SB29. Handle rubber compound and products SB30. Complex sample components SB31. Perform computer operations

NOS Version Control

NOS Code	**RSC/N5001**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Tyre and Non-Tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**

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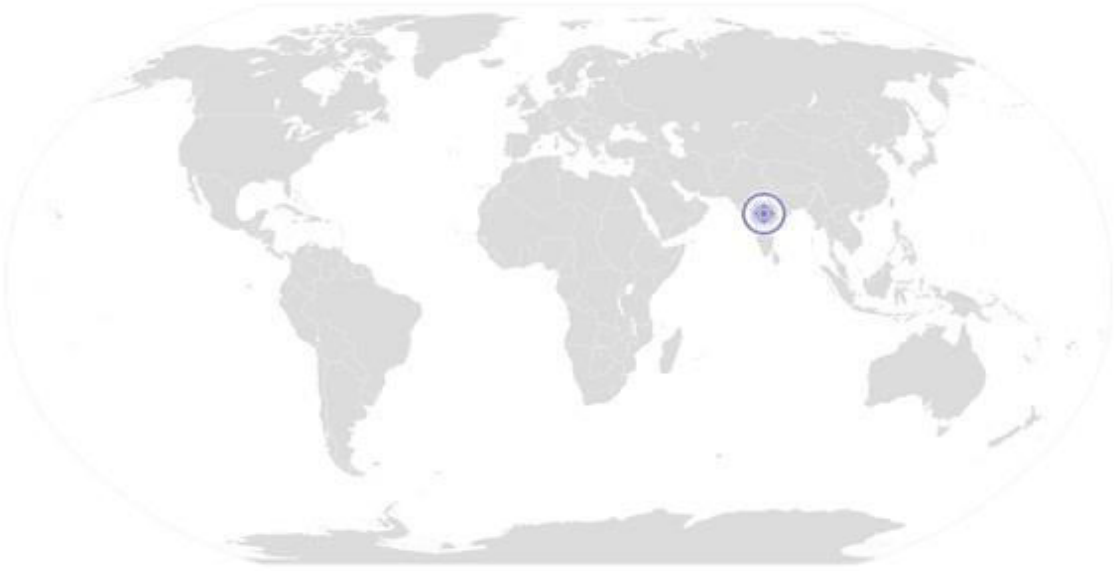
National Occupational Standard



Overview

This unit is about reporting and documentation

National Occupational Standard

Unit Code	RSC/N5002
Unit Title (Task)	Carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	This unit/task covers the following: • 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 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 people who have requested for it or make any amendments accordingly PC8. Make sure documents are available to all the appropriate authorities to inspect
Information Security	PC9. Respond to the 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)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training

	KA17. Importance of Product and its application
B. Technical Knowledge	The user/individual on the job needs to know and understand KA1. Different methods of recording information KA2. Various documents that need to be maintained KA3. Company procedure for filling/maintaining up the documents KA4. Procedures for reporting to the appropriate authority KA5. Procedures for recording damage, breakages etc KA6. Reporting incidents where standard operating procedures are not followed KA7. The importance of complete and accurate documentation KA8. How to maintain complete documentation accurately and within agreed timescales KA9. The importance of ensuring that the documents are correct KA10. The actions to be taken if the documents are not correct KA11. The importance of maintaining the security and confidentiality of recorded information KA12. Procedures to maintain confidentiality of information KA13. The appropriate method for responding to requests for information KA14. The reporting procedures to followed before disclosing information to any outside party
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 format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills 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 SA8. Express statements, opinions or information clearly so that others can hear SA9. and understand SA10. Respond appropriately to any queries SA11. Communicate with supervisor SA12. Communicate with upstream and downstream teams

	SA13. Express statements, opinions or information clearly so that others can hear and understand SA14. Respond appropriately to any queries SA15. Communicate with supervisor SA16. Communicate with upstream and downstream teams **Integrity** SA17. Practice honesty with respect to company property and time SA18. Communicate with people in a form and manner and using language that is open and respectful SA19. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA20. Take responsibility for completing one's own work assignment SA21. Take initiative to enhance/learn skills in ones's area of work SA22. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA23. Is open to new ways of doing things SA24. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA25. Avoid absenteeism SA26. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA27. Work in disciplined factory environment SA28. Be punctual
B. Professional Skills	**Decision Making**
	The individual needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material/chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same

	SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customer's requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Application of basic sciences and mathematics SB24. Application of statistics SB25. Use of computer/ application software
	Analytical Thinking
	SB26. Apply appropriate technique/method for various types of products to meet desired purpose SB27. Interpret data and analyse results SB28. Suggest improvements(if any) in process/product/materials based on results and experience
	Critical Thinking
	SB29. Handle equipment/apparatus SB30. Handle rubber compound and products SB31. Complex sample components SB32. Perform computer operations

NOS Version Control

NOS Code	RSC/N5002		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Tyre and Non-Tyre	Last reviewed on	25/10/2017
Occupation	Quality Assurance	Next review date	25/10/2021

National Occupational Standard

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Overview

This unit is about carrying out quality checks

National Occupational Standard

Unit Code	RSC/N5003
Unit Title (Task)	**Carry out quality checks**
Description	This unit is about carrying out Quality Assurance activities
Scope	This unit/task covers the following: • Carrying out quality checks and Inspect to identify problems • Analysis and take corrective actions • Reporting the results
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Inspection	To be competent, the user/individual on the job must be able to: PC1. Ensure that total range of checks are regularly and consistently performed PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required
Analysis	PC3. Identify non-conformities to quality assurance standards PC4. Identify potential causes of non-conformities to quality assurance standards PC5. Identify impact on final product due to non-conformance to company standards PC6. Evaluate the need for action to ensure that problems do not recur PC7. Suggest corrective action to address the problem PC8. Review effectiveness of corrective action
Reporting	PC9. Interpret the results of the quality check correctly PC10. Take up results of the findings with QC in charge/appropriate authority. PC11. Take up the results of the findings within stipulated time PC12. Record of the results of the action taken PC13. Record adjustments not covered by the established procedures for future reference PC14. Review effectiveness of action taken PC15. Follow reporting procedures where the cause of defect cannot be identified
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices

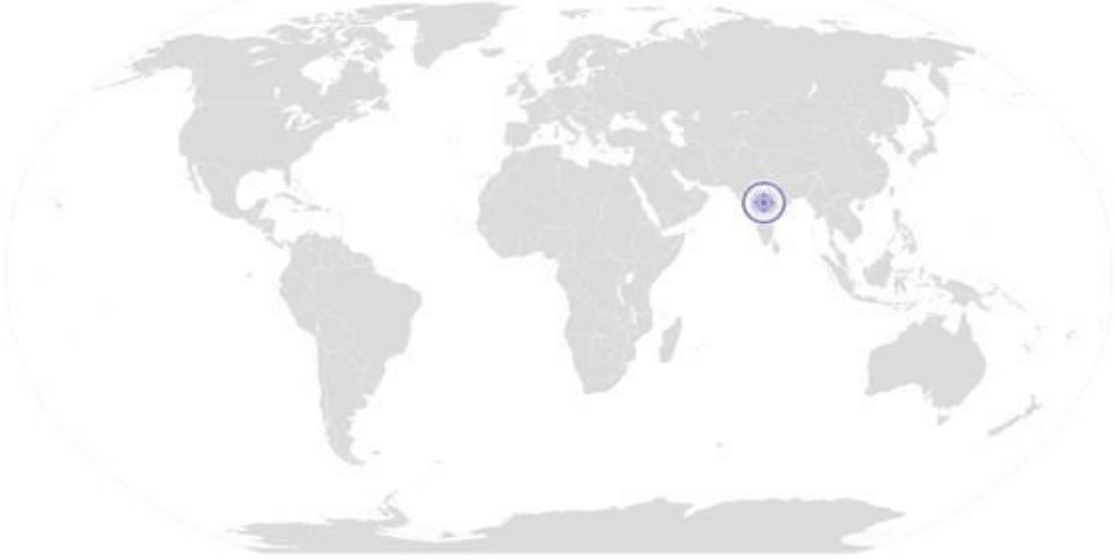
	KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The importance of Quality Assurance procedures KB2. Relevance and importance of activities and how they contribute to the achievement of the quality objectives, KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material KB4. Availability of work instructions, as necessary, KB5. Characteristics of the product/material KB6. Use of suitable equipment KB7. Availability and use of monitoring and measuring devices, KB8. Requirements of records KB9. Importance of maintaining accurate up-to-date records KB10. The need to report within the stipulated time KB11. Implications of inaccurate measuring and testing instruments and equipment KB12. The cost of non-conformance to quality standards KB13. Implications (impact on internal/external customers) of defective products, materials or components
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 format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills
	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
	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

	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The individual needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material/chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity

	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customers requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Application of basic sciences and mathematics SB24. Application of statistics SB25. Use of computer/ application software
	Analytical Thinking
	SB26. Apply appropriate technique/method for various types of products to meet desired purpose SB27. Interpret data and analyse results SB28. Suggest improvements(if any) in process/product/materials based on results and experience
	Critical Thinking
	SB29. Handle equipment/apparatus SB30. Handle rubber compound and products SB31. Complex sample components SB32. Perform computer operations

NOS Version Control

NOS Code	RSC/N5003		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Tyre and Non-Tyre	Last reviewed on	25/10/2017
Occupation	Quality Assurance	Next review date	25/10/2021



National Occupational Standard

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Overview

This unit is about problem identification and escalation

National Occupational Standard

Unit Code	RSC/N5004
Unit Title (Task)	**Carry out problem identification and escalation**
Description	This unit is about problem identification and escalation

Scope	This unit/task covers the following:
	• Identify problems across:
	  ○ 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	To be competent, the user/individual on the job must be able to: PC1. Identify defects/indicators of problems PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems
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) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved PC17. Ensure that corrective action selected is viable and practical PC18. Ensure that correct solution is identified for any problem PC19. Take corrective action for problems identified according to the company procedures PC20. Ensure that no delays are caused as a result of failure to take necessary action
Problem Escalation	PC21. Escalate problem as per laid down escalation matrix PC22. Escalate the problem within stipulated time PC23. Escalate the problem in an appropriate manner PC24. Ensure that no delays are caused as a result of failure to escalate problems

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Indicators of problems KB2. The working of the equipment and accessories(if applicable) KB3. The impact of operations on the user and equipment(if applicable) KB4. The impact of operations on the final product (if applicable) KB5. The effect of not rectifying the problems identified KB6. The reason for the occurrence of previous problems KB7. Measures and steps that have been taken to address the previous problems KB8. Possible solutions for various problems KB9. The correct method for carrying out corrective actions outlined for each problem KB10. The impact of not carrying out the corrective actions KB11. The documentation procedure for recording such problems, as per company norms KB12. The escalation matrix for reporting problems KB13. Escalation matrix for reporting unresolved problems KB14. The time frame within which in which each problem needs to be escalated KB15. Manner in which each problem needs to be escalated
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 format of the company SA3. Write simple letters, mails, etc

	SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills
	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
	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
	Life Skills
	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The individual needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material/chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble

	shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customers requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Application of basic sciences and mathematics SB24. Application of statistics SB25. Use of computer/ application software
	Analytical Thinking
	SB26. Apply appropriate technique/method for various types of products to meet desired purpose SB27. Interpret data and analyse results SB28. Suggest improvements(if any) in process/product/materials based on results and experience
	Critical Thinking

	SB29. Handle rubber compound and products SB30. Complex sample components SB31. Perform computer operations

NOS Version Control

NOS Code	**RSC/N5004**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Tyre and Non-Tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**

National Occupational Standard

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Overview

This unit is about maintaining health and safety of self and others at workplace.

National Occupational Standard

Unit Code	RSC/N5007
Unit Title (Task)	**Carry out health and safety**
Description	This unit is about maintaining health and safety of self and others at workplace.
Scope	This unit/task covers the following: • Maintain a clean and efficient workplace • Render appropriate emergency procedures • Maintain standard safety procedures at the workplace • Participate in safety awareness campaigns • Understand potential sources of accidents • Use safety gears to avoid accidents
Performance Criteria (PC)	
Maintain a clean and efficient workplace	To be competent, the individual on the job must be able to: PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor PC2. Identify the work for which protective clothing or equipment is required and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy. PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc PC4. Assess the risk prior to performing manual handling jobs and work is carried out according to currently recommended safe practices. PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use PC6. Dispose off waste safely and correctly in a designated area PC7. Recognize the risk to bystanders and take action to reduce risk associated with jobs in the workplace PC8. Perform work in a manner which minimizes environmental damage PC9. Monitor closely all procedures and work instructions for controlling risk PC10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.
Render appropriate emergency procedures	PC11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency. PC12. Follow emergency procedures as per company standards and workplace requirements. PC13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements. PC14. Provide appropriate treatment to the patient's injuries in accordance with recognized first aid techniques. PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate

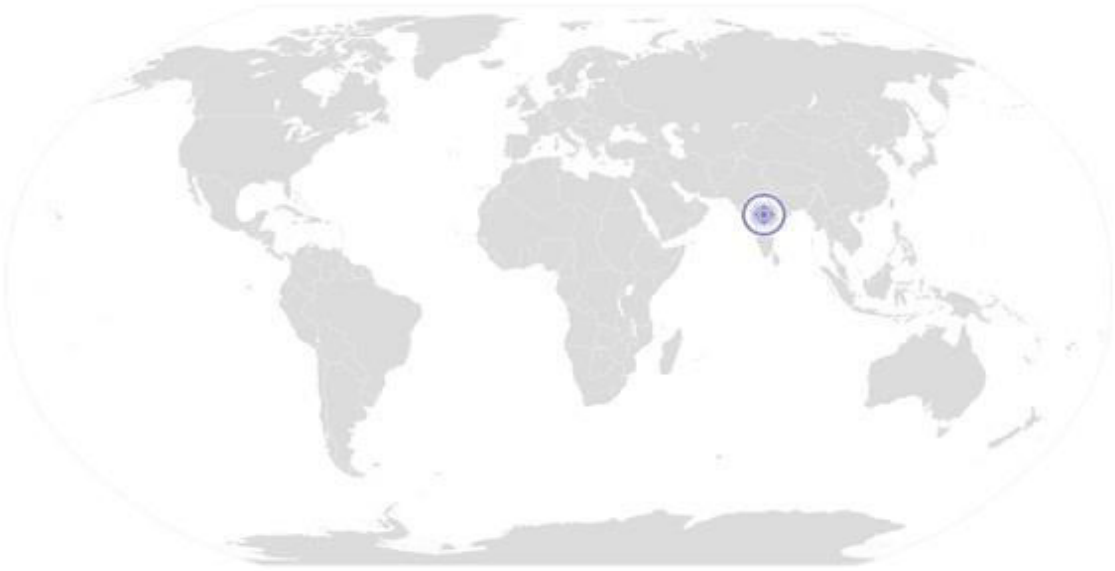
	PC16. Dispose off medical waste in accordance with workplace requirements PC17. Report details of first aid administered in accordance with work place procedures.
Maintain standard safety procedures at the workplace	PC18. Comply with general safety procedures PC19. Follow standard safety procedures while handling equipment, hazardous material or tool PC20. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc. PC21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure PC22. Keep the workplace organized, swept, clean and hazard free
Participate in safety awareness campaigns	PC23. Attend fire drills and other safety related workshops organized at the workplace PC24. Awareness about first aid, evacuation and emergency procedures PC25. Ensuring all safety procedures are followed without neglecting any event
Understand potential sources of accidents	PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment
Use safety gears to avoid accidents	PC27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace) PC28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders
Knowledge and Understanding (K)	
A. Organizational context	The individual on the job needs to know and understand: KA1. Policies on incentives, delivery standards, and personnel management KA2. Occupational safety and health policy followed KA3. Emergency evacuation procedure KA4. Medical policy KA5. Company laws and acts
B. Technical knowledge	KB1. The risks to health and safety and the measures to be taken to control those risks in the area of work KB2. Workplace procedures and requirements for the handling of workplace injuries/illnesses. KB3. Basic emergency first aid procedure KB4. Local emergency services KB5. Reporting on accidents, incidents and problems to appropriate authorities. KB6. How to use machines as per standard operating procedure KB7. How to maintain work area safe and secure KB8. Use of hazardous materials, tools and equipments KB9. Emergency evacuation and first aid procedures to be followed KB10. Personal hygiene and fitness requirements

	KB11. General duties under the relevant health and safety legislation KB12. What personal protective equipment and clothing should be worn and how it is cared for KB13. The correct and safe way to use materials and equipment required for work KB14. The importance of good housekeeping in the workplace KB15. Safe disposal methods for waste KB16. Methods for minimizing environmental damage during work
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The individual on the job needs to know and understand how to: SA1. Record data which are required for record keeping purpose SA2. Report problems to the appropriate person in a timely manner SA3. Write descriptions and details about incidents in reports
	Reading Skills
	SA4. Read instruction manuals for hand tools and equipment SA5. Read instructions on work orders and procedures
	Oral Communication
	SA6. Receive instructions and seek advice from superiors SA7. Communicate clearly and effectively with others
B. Professional Skills	**Decision Making**
	The individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history)on similar issues SB2. Work out changes in case a new improved machine / equipment is added in the process or any new material / chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Schedule daily activities and drawing up priorities; allocate start times,

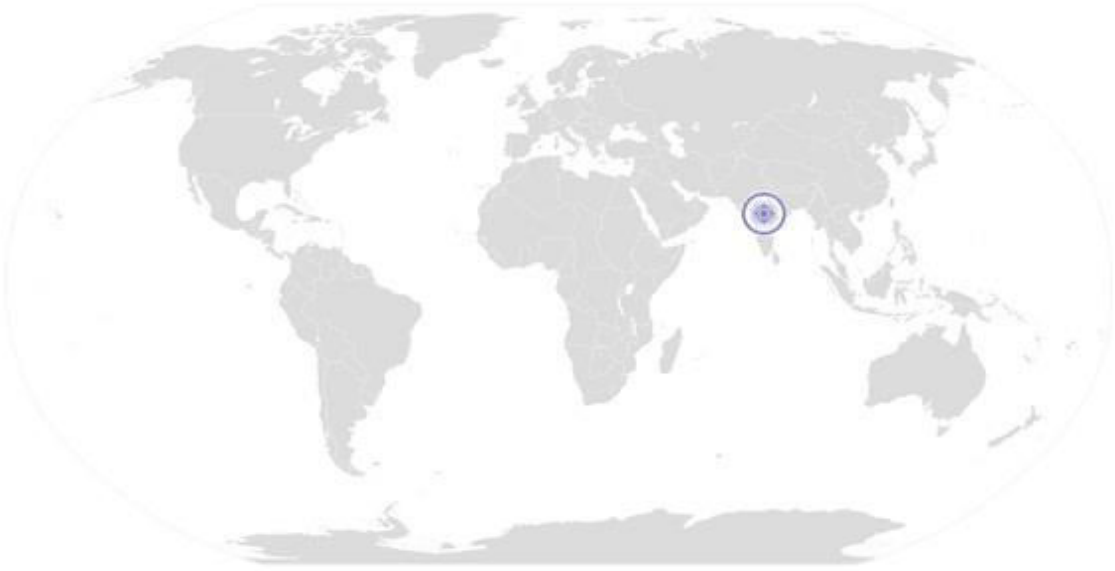
	estimation of completion times and materials, equipment and assistance required for completion.
	Customer Centricity
	SB11. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB12. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB13. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB14. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB15. Work towards fulfilling the customers requirement as per their demand. SB16. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB17. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB18. Maintain good/cordial relation with customers. SB19. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB20. Use first aid treatment in case of any injury/accident.
	Analytical Thinking
	SB21. Monitor and maintain the condition of tools and equipment SB22. Assess situation & identify appropriate control measures
	Critical Thinking
	SB23. Act, communicate and report in emergency situation

NOS Version Control

NOS Code	**RSC/N5007**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Tyre and Non- tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**



National Occupational Standard



Overview

This unit is about skill of entrepreneurship.

National Occupational Standard

Unit Code	RSC/N5013
Unit Title (Task)	**Develop Entrepreneurship Skills**
Description	This unit is about entrepreneurship.
Scope	This unit/task covers the following tasks: • Identification of business opportunity • Sustain existing business and make continual improvement • Organizing/Directing the factors of production (productivity) • Undertaking risk and initiative • Innovation and be a role model • Keep watch and improve on quality, cost, safety, delivery and moral • Documentation
Performance Criteria(PC) w.r.t. the scope	
Element	**Performance Criteria**
Business opportunity	To be competent, the individual on the job must be able to know and understand : PC1. Awareness to identify profitable business opportunity (Opportunity can be in the form of new material in use, new process, new technology, new market etc) PC2. Maintain the confidentiality till the completion of working on the idea PC3. Discuss the opportunity (with trusted ones) to evaluate its feasibility PC4. Arrange/organize related documents/information
Sustain existing business	PC5. Monitor the development at competitors' end PC6. Sustain existing business and make continual improvements PC7. Evaluate possibilities of process simplification , combining process steps(wherever applicable), reducing manpower dependency PC8. Acquire new information for optimal allocation of resources before others to gain profit
Factors of Production	PC9. Understanding the requirement of different factors of production: land, labour and capital PC10. Acquire and deploy necessary resources for exploitation of identified business opportunity PC11. Develop a business plan PC12. Acquire financial and material resources PC13. Organize to hire experienced and efficient human resource PC14. Arrange for best factory set up PC15. Raise capital from different sources keeping the interest cost at minimum PC16. Arrange for purchase, effective utilization and management of the resources
Risk and initiative	PC17. Assume risk and deal with uncertainty PC18. Take initiative to start something new (process, product etc.)

Innovation	PC19. Convert new idea into successful innovation PC20. Replace in whole or in part inferior offerings creating new products/business model PC21. Develop new combinations of existing inputs
Bring in Improvement	PC22. Work competitively towards reduction of cost through efficiency, improvement in quality, bring in new product/features of product Acquire semi or fully automatic units for improved productivity
Documentation	PC23. Collection and recording of all information PC24. Compilation, analysis and documentation PC25. Correspondence with vendors, clients, govt. agencies and public PC26. Document notifications/letters from Government agencies and management
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Efficient organization and management of factors of production KA2. Planning and organizing activities through administrative and financial management KA3. Analyzing shortfall/achievement for further improvement KA4. Importance of maintaining confidentiality of new business plan KA5. Documentation for self-awareness and publication KA6. Procedures for presenting/discussing new business opportunity KA7. Procedures for approval of new plan
A. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Cost-benefit analysis of the business opportunity KB2. Finance management procedures KB3. Environmental issues and quality standards KB4. Taking advantage of market opportunities by planning, organizing and deploying resources KB5. Human resource management KB6. Data collection, analysis and documentation KB7. Computer application- data processing, report typing etc. KB8. Importance of patent and copyright KB9. Latest technology in use to gather information KB10. Implications of delay in working on identified business opportunity KB11. Effect of disclosing innovations without following set procedures
Skills (S)	
A. Core Skills/	**Writing Skills**

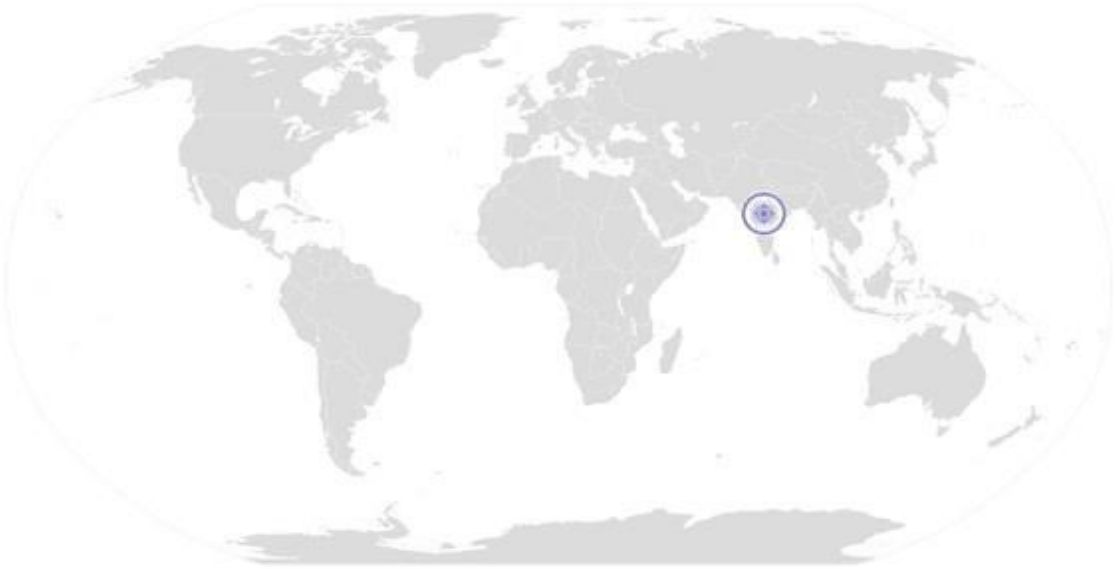
Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Express ideas clearly through written document SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals and feedback to higher authorities SA4. Correspond with other institutions/department SA5. Report writing, organizing data and information using computer applications
	Reading Skills
	SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications SA7. Read, understand and interpret various rules, schemes etc. SA8. Read and understand images, graphs, charts, diagrams etc. SA9. Read and understand articles and interpret
	Oral Communication
	SA10. Gather information using contacts SA11. Express statements, opinions or information clearly so that the receiver can hear and understand SA12. Respond appropriately to queries SA13. Communicate effectively to team members and people contacted
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Arrive at proper decisions according to different situations SB2. Take forward selected ideas and reject others SB3. Optimally allocate resources SB4. Chart out the process flow to take the identified ideas forward
	Plan and Organize
	SB5. Plan and organize the factors of production to execute the business plan SB6. Fix up tasks and allotment of the same SB7. Assign tasks to suitable persons SB8. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB9. Correspond effectively with clients relating to product feedback and for communicating/collecting any other information.
	Problem Solving

	SB10. Solve problems related to equipment and supply of inputs SB11. Solve problems among colleagues SB12. Diagnose problems and resolve at initial stage itself
	Analytical Thinking
	SB13. Suggest improvement over the existing systems SB14. Analyze the feasibility of opportunities SB15. Perform cost-benefit analysis
	Critical Thinking
	SB16. Take appropriate action/seek expert opinion to overcome critical situations

NOS Version Control

NOS Code	RSC/N5013		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	25/10/2017
Occupation	Quality Assurance	Next review date	25/10/2021

National Occupational Standard



Overview

This unit is about carrying out quality assurance of latex products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.

National Occupational Standard

Unit Code	RSC/N2403
Unit Title (Task)	Quality assurance of latex products
Description	This unit is about carrying out quality assurance of latex products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.
Scope	This unit/task covers the following: • Collect samples • Equipment preparation and calibration of instruments to be used in the quality testing process. • Carry out tests as per laid down method • Analysis, interpretation, judgment and reporting • Record Keeping • Ensure housekeeping and safety in the working area
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Sample Collection	To be competent, the user/individual on the job must be able to : PC1. Draw sample of the material from the lot to be tested as per the sampling plan by the company PC2. Sampling should be as per the guidelines/SOP(Standard Operating Procedure) PC3. Identify the sample by labeling/numbering as per SOP
Equipment readiness	PC4. Identify the most appropriate equipment for testing as per the SOP PC5. Calibrate /verify/validate the testing equipment periodically as per SOP PC6. Identify defective equipment/apparatus and steps to be taken as per SOP
Quality Assurance	PC7. Carry out testing of latex products as per the standards/ testing manuals/SOP PC8. Follow statistical Quality Assurance procedures PC9. Work according to laboratory procedures ,standards and testing procedures PC10. Check product parameters through on line and off line test procedures PC11. Communicate tag for the batch marking to the downstream team and upstream teams PC12. Carry out Inspection and packing controls and procedures PC13. Confirm product dimensions and weight controls PC14. Ensure that the material is not altered in any way during checking PC15. Record dimensions in check sheet PC16. Carry out Q C audit and quality procedures. PC17. Pre shipment inspection and lot release PC18. Comparison of the vendor supplied product specifications with standards for accept/reject criteria up on lab testing PC19. Apply Good Manufacturing Practices (GMP)and other quality standards / procedure observances
Recording and Reporting	PC20. Record and maintain data as per company standards (SOP) PC21. Ensure that reports/records are accurate and clear PC22. Release or Hold the material as per finding for further processing. PC23. Take up the results of the findings with supplier/QA in-charge/appropriate authority.

	PC24. Inform concerned persons for rectifications, if needed in specified time limit
Health & Safety	PC25. Handle the equipments and samples properly PC26. Conduct the quality checks wearing the appropriate attire and safety gears PC27. Precaution for dust / chemical inhaling and handling PC28. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)
Material Disposal	PC29. Dispose all materials used in the QA test safely as per Health and Safety management system of the company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Company's quality policies and acceptance standards for raw materials, processed and final product. KA2. Organisational Coding system of raw material, compounds and products KA3. Chemicals and Latex used in the industry and their function KA4. Different quality management systems KA5. Principles of good quality assurance practices applicable in the workplace KA6. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA7. Importance of quality and damage checks KA8. Importance of identifying non-conforming products KA9. Risk and impact of not following defined procedures/work instructions KA10. Escalation matrix for reporting identified issues KA11. Types of documentation in organization and importance of the same KA12. Records to be maintained and implications of non-maintenance of the same KA13. Company manual and from where to attain it KA14. Importance of housekeeping & good shop floor practices KA15. Health, Safety and Environment guidelines, legislation and regulations as applicable KA16. Personal protection (Which protective equipment to be used and how) KA17. Impact of poor practices on health, safety and environment KA18. Potential hazards and actions to minimize the same KA19. Escalation matrix and escalation procedure for reporting hazards. KA20. Impact of various practices on cost, quality, productivity, delivery and safety KA21. Handover/ Takeover the equipment/ work area as per company's SOP
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of chemistry, physics, arithmetic and statistical quality control procedures KB2. Knowledge on different standard reference material for Quality Assurance. KB3. Awareness of Shelf life procedures, both accelerated and real time ageing methods. KB4. Procedure to maintain museum samples of the products dispatched and its periodical validations KB5. Awareness of Latex allergy, latex toxicity, its standards and test procedures. KB6. Awareness of various sterilization procedures and validation of sterilizing equipment KB7. Hygiene procedures and clean room applications

	KB8. On line and off line sampling procedures for product quality analysis and audit. KB9. Labor training procedures for each job applications. KB10. Product complaint hand lings and its analyses. KB11. Role of different raw materials in latex compounding, processing/ product manufacturing and performance KB12. Use of Computer/application software KB13. Knowledge of latex products manufacturing machine, testing, inspection, packing machines & its operations KB14. Knowledge of lab equipment and its handing KB15. Specifications of materials tested and its importance in the release system KB16. National/International standard quality test methods for different materials KB17. Knowledge lab chemicals and preparations KB18. Methods/techniques used for labeling samples KB19. Procedure (SOP) to be followed in case the sample is unfit for test KB20. Statistical analysis of test data KB21. Implications (impact on internal/external customers) of defective products, materials or components. KB22. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents KB23. Medical products handling procedures KB24. Methods and techniques involved in evaluating information KB25. Importance of proper record maintenance
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA2. Maintain proper records as per given format
	Reading Skills SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA4. Read images, graphs, diagrams SA5. Understand the various coding systems as per company norms
	Oral Communication SA6. Communication with upstream and downstream teams SA7. Communicate with job owners like sample originating section, supplier etc. SA8. Disclose information only to those who have the right and need to know it. SA9. Communicate confidential and sensitive information discretely to authorized person as per SOP
	Life Skills **Integrity** SA10. Practice honesty with respect to company property and time SA11. Communicate with people in a form and manner and using language that is open and respectful SA12. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust

	Motivation SA13. Take responsibility for completing one's own work assignment SA14. Take initiative to enhance/learn skills in ones's area of work SA15. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA16. Is open to new ways of doing things SA17. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA18. Avoid absenteeism SA19. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA20. Work in disciplined lab environment SA21. Be punctual
B. Professional Skills	**Material and Equipment Handling**
	The user/individual on the job needs to know and understand how to: SB1. Handle equipment/apparatus SB2. Handle latex compound and products SB3. Complex sample components SB4. Perform computer operations
	Qualification centric
	SB5. Application of basic sciences and mathematics SB6. Application of statistics SB7. Use of computer/ application software
	Analytical Thinking
	SB8. Apply appropriate technique/method for various types of products to meet desired purpose SB9. Interpret data and analyze results SB10. Suggest improvements(if any) in process/product/materials based on results and experience

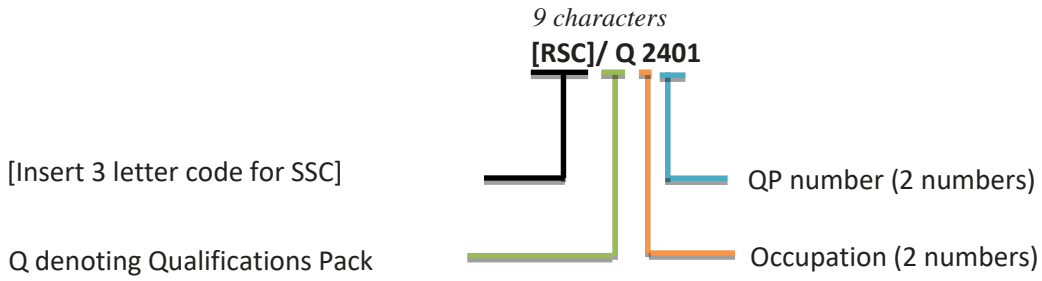
NOS Version Control

NOS Code	**RSC/RSC/N2403**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Tyre and Non-Tyre**	**Last reviewed on**	**25/10/2017**
Occupation	**Quality Assurance**	**Next review date**	**25/10/2021**

Annexure

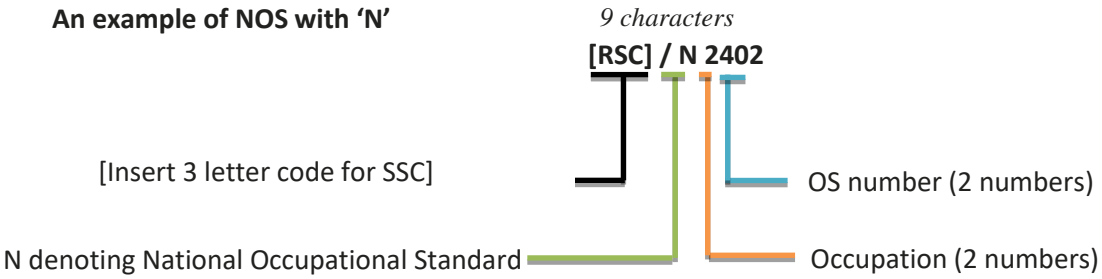
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Latex	**02-34**
Non-tyre	**12-12**
Rubber Manufacturing	**28-28**
Tyre	**02-36**
Tyre & Non -Tyre	**01-37**

Sequence	Description	Example
Three letters	Industry name	[RSC]
Slash	/	/
Next letter	Whether **Q**P or NOS	N
Next two numbers	Occupation code	24
Next two numbers	OS number	02

Criteria For Assessment Of Trainees

Job Role: Rubber Product-Quality Assurance Supervisor
Qualification Pack Code: RSC/Q2401
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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS Total Marks: 500				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
RSC/N2402 Quality assurance at various stages of rubber production	PC1. Identify the most appropriate equipment for testing as per the SOP	100	4	2	2
	PC2. Calibrate /verify/validate the testing equipment periodically as per SOP		5	2	3
	PC3. Identify defective equipment/apparatus and steps to be taken as per SOP		4	2	2
	PC4. Draw sample of the material from the lot to be tested as per standard procedures (SOP)		3	2	1
	PC5. Ensure sampling should be as per the guidelines		2	1	1
	PC6. Identify the sample by labeling/numbering as per SOP		3	2	1
	PC7. Carry out testing of raw materials , rubber products (semi or finished) as per the standards		4	2	2
	PC8. Carry out visual inspection at specified intervals to identify surface defects like blooming, color change, flow mark, cut mark, blisters, blows, bulges, undulation, excessive deflashing as per SOP		4	2	2
	PC9. Follow statistical Quality Assurance procedures		3	2	1
	PC10. Work according to laboratory procedures ,standards and testing procedures		3	1	2

	PC11. Check product parameters through on line and off line test procedures		3	1	2
	PC12. Communicate tag for the batch marking to the downstream team and upstream teams		2	1	1
	PC13. Carry out Inspection and packing controls and procedures		2	1	1
	PC14. Confirm product dimensions and weight controls		3	0	3
	PC15. Ensure that the material is not altered in any way during checking		3	0	3
	PC16. Identify causes of defects to maintain product quality.		3	1	2
	PC17. Monitor rectified products to ensure the problems have been solved.		2	0	2
	PC18. Interpret the results correctly.		3	1	2
	PC19. Record dimensions in check sheet		1	1	0
	PC20. Carry out Q C audit and quality procedures.		3	1	2
	PC21. Pre shipment inspection and lot release		3	1	2
	PC22. Comparison of the vendor supplied product specifications with standards for accept/reject criteria up on lab testing		3	1	2
	PC23. Observe GMP and other quality standards / procedure		3	1	2
	PC24. Record and maintain the data as per the company standards (SOP)		3	2	1
	PC25. Ensure that reports/records are accurate and clear		3	1	2
	PC26. Release or Hold the material as per finding for further processing.		3	1	2
	PC27. Take up the results of the findings with supplier/QA in-charge/appropriate authority.		2	0	2
	PC28. Inform concerned persons for rectifications, if needed in specified time limit		2	0	2
	PC29. Ensure proactive action through document change (if any), process change, material change including training as per root cause analysis.		2	0	2
	PC30. Handle the equipments and samples properly		3	2	1
	PC31. Conduct the quality checks wearing the appropriate attire and safety gears		4	2	2
	PC32. Precaution for dust / chemical inhaling and handling		3	1	2
	PC33. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)		1	1	0
	PC34. Dispose off all materials used in the QA test safely as per Health and Safety management system of the company		5	2	3
	Total		**100**	**40**	**60**
RSC/N5001 Carry out housekeeping in rubber product manufacturing	PC1. Carry out the Inspection of the Company's offices and lab/testing area		3	3	0
	PC2. Ensure that the testing area is free of any rubber, rubber products.		0	0	0
	PC3. Ensure all testing equipments are clean, zero set and are ready to use		3	3	0
	PC4. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		3	3	0
	PC5. Ensure that the cleaning equipment is in proper working condition		3	3	0
	PC6. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the		3	3	0

	appropriate person				
	PC7. Inform the affected people about the cleaning activity		2	2	0
	PC8. Display the appropriate signage for the work being conducted		3	3	0
	PC9. Ensure that there is adequate ventilation for the work being carried out		3	3	0
	PC10. Wear the personal protective equipment required for the cleaning method and materials being used		3	3	0
	PC11. Use the correct cleaning method for the work area, type of soiling and surface		3	3	0
	PC12. Carry out cleaning activity without disturbing others		3	3	0
	PC13. Deal with accidental damage, if any, caused while carrying out the work		3	3	0
	PC14. Report to the appropriate person in case there are any difficulties in carrying out the work		3	3	0
	PC15. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		3	3	0
	PC16. Ensure that there is no oily substance on the floor to avoid slippage		9	3	6
	PC17. Ensure that no scrap material is lying around		9	3	6
	PC18. Maintain and store housekeeping equipment and supplies		3	3	0
	PC19. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		3	3	0
	PC20. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		8	2	6
	PC21. 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
	PC22. Dispose the waste garnered from the activity in an appropriate manner		9	3	6
	PC23. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly		9	3	6
	PC24. Maintain schedules and records for housekeeping duty		3	3	0
	PC25. Replenish any necessary supplies or consumables		3	3	0
	Total		**100**	**70**	**30**
RSC/N5002 Carry Out Reporting And Documentation	PC1. Report data/problems/incidents as applicable in a timely manner	100	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
	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 people who have requested for it or make any amendments accordingly		6	4	2
	PC8. Make sure documents are available to all the appropriate authorities to inspect		6	4	2
	PC9. Respond to the requests for information in an appropriate manner whilst following organizational procedures		6	6	0
	PC10. Inform the appropriate authority of requests for information		6	6	0

	received				
	Total		**100**	**60**	**40**
RSC/N5003 Carry Out Quality Checks	PC1. Ensure that total range of checks are regularly and consistently performed	100	24	10	14
	PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required		24	10	14
	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. Evaluate the need for action to ensure that problems do not recur		6	4	2
	PC7. Suggest corrective action to address the problem		5	3	2
	PC8. Review effectiveness of corrective action		5	3	2
	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 the results of the action taken		3	3	0
	PC13. Record adjustments not covered by the 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
	Total		**100**	**60**	**40**
RSC/N5004 Carry Out Problem Identification And Escalation	PC1. Identify defects/indicators of problems	100	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
	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		2	2	0

	if the problem has been resolved				
	PC17. Ensure that corrective action selected is viable and practical		2	2	0
	PC18. Ensure that correct solution is identified for any problem		2	2	0
	PC19. Take corrective action for problems identified according to the company procedures		1	1	0
	PC20. Ensure that no delays are caused as a result of failure to take necessary action		1	1	0
	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
	Total		**100**	**70**	**30**
RSC/N5007 - Carry Out Health and Safety	PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor	100	6	4	2
	PC2. Work for which protective clothing or equipment is required is identified and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy.		6	4	2
	PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc		0	0	0
	PC4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices.		6	4	2
	PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use		0	0	0
	PC6.Dispose off waste safely and correctly in a designated area		6	4	2
	PC7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace		0	0	0
	PC8. Perform work in a manner which minimizes environmental damage		0	0	0
	PC9. All procedures and work instructions for controlling risk are followed closely.		0	0	0
	PC10. Report any accidents, incidents or problems without delay, to an appropriate person and immediately take necessary actions to reduce further danger.		0	0	0
	PC11.Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency.		6	4	2
	PC12.Follow emergency procedures as per company standards and workplace requirements.		8	5	3
	PC13.Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements.		8	5	3
	PC14. Provide appropriate treatment to the patient's injuries in accordance with recognized first aid techniques.		0	0	0
	PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate		0	0	0
	PC16. Dispose off medical waste in accordance with workplace requirements		0	0	0
	PC17.Report details of first aid administered in accordance with work place procedures.		7	4	3

	PC18. Comply with general safety procedures		8	4	4
	PC19. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.		8	5	3
	PC20. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure		0	0	0
	PC21. Keep the workplace organized, swept, clean and hazard free		8	5	3
	PC22. Attend fire drills and other safety related workshops organized at the workplace		4	2	2
	PC23. Be aware of first aid, evacuation and emergency procedures		4	2	2
	PC24. Be alert of any events and do not be negligent to any safety procedures to be followed		0	0	0
	PC25. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment		4	2	2
	PC26.Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)		4	2	2
	PC27. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders		0	0	0
Total			**100**	**60**	**40**
RSC/N5013 Develop Entrepreneurship Skills	PC1.Importance of being aware to identify profitable business opportunity (Opportunity can be in the form of new material in use, new process, new technology, new market etc)	**100**	2	2	0
	PC2.Maintain the confidentiality till the completion of working on the idea		3	2	1
	PC3.Discuss the opportunity (with trusted ones) to evaluate its feasibility		5	3	2
	PC4.Arrange/organize related documents/information		4	3	1
	PC5.Monitor the development at competitors' end		2	2	0
	PC6.Sustain existing business and make continual improvements		4	2	2
	PC7.Evaluate possibilities of process simplification , combining process steps (wherever applicable) ,reducing manpower dependency		4	2	2
	PC8.Acquire new information for optimal allocation of resources before others to gain profit		4	2	2
	PC9.Understanding the requirement of different factors of production: land, labour and capital		5	3	2
	PC10.Acquire and deploy necessary resources for exploitation of identified business opportunity		5	3	2
	PC11.Develop a business plan		5	3	2
	PC12.Acquire financial and material resources		5	3	2
	PC13.Organize to hire experienced and efficient human resource		4	2	2
	PC14.Arrange for best factory set up		4	2	2
	PC15.Raise capital from different sources keeping the interest cost at minimum		4	2	2
	PC16.Arrange for purchase, effective utilization and management of the resources		4	2	2
	PC17.Assume risk and deal with uncertainty		2	0	2
	PC18.Take initiative to start something new (process, product etc.)		2	0	2
	PC19.Convert new idea into successful innovation		2	0	2

	PC20.Replace in whole or in part inferior offerings creating new products/business model		4	2	2
	PC21.Develop new combinations of existing inputs		4	2	2
	PC22.To be more competitive work towards cost reduction through efficiency, improvement in quality, bring in new product/features of product		5	3	2
	PC23.Acquire semi or fully automatic units for improved productivity		5	3	2
	PC24.Collection and recording of all information		3	3	0
	PC25.Compilation, analysis and documentation		3	3	0
	PC26.Correspondence with venders, clients, govt. agencies and public		3	3	0
	PC27.Document notifications/letters from Government agencies and management		3	3	0
Total			**100**	**60**	**40**

OPTIONS

Optional 1.1 : Latex products

Total Marks: 100				**Marks Allocation**	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
RSC/N2403 Quality assurance of latex products	PC1. Draw sample of the material from the lot to be tested as per the sampling plan by the company		3	2	1
	PC2. Sampling should be as per the guidelines/SOP(Standard Operating Procedure)		4	3	1
	PC3. Identify the sample by labeling/numbering as per SOP		4	3	1
	PC4. Identify the most appropriate equipment for testing as per the SOP		4	3	1
	PC5. Calibrate /verify/validate the testing equipment periodically as per SOP		4	2	2
	PC6. Identify defective equipment/apparatus and steps to be taken as per SOP		4	3	1
	PC7. Carry out testing of latex products as per the standards/ testing manuals/SOP		3	1	2
	PC8. Follow statistical Quality Assurance procedures	100	4	2	2
	PC9. Work according to laboratory procedures ,standards and testing procedures		4	2	2
	PC10. Check product parameters through on line and off line test procedures		4	2	2
	PC11 Communicate tag for the batch marking to the downstream team and upstream teams		4	2	2
	PC12. Carry out Inspection and packing controls and procedures		4	3	1
	PC13. Confirm product dimensions and weight controls		2	0	2
	PC14. Ensure that the material is not altered in any way during checking		3	2	1
	PC15. Record dimensions in check sheet		3	2	1
	PC16. Carry out Q C audit and quality procedures.		4	2	2
	PC17. Pre shipment inspection and lot release		3	2	1
	PC18. Comparison of the vendor supplied product specifications with standards for accept/reject criteria up on lab testing		3	3	0

	PC19. Apply Good Manufacturing Practices (GMP)and other quality standards / procedure observances		3	3	0
	PC20. Record and maintain data as per company standards (SOP)		3	2	1
	PC21. Ensure that reports/records are accurate and clear		3	2	1
	PC22. Release or Hold the material as per finding for further processing.		3	2	1
	PC23. Take up the results of the findings with supplier/QA in-charge/appropriate authority.		2	0	2
	PC24. Inform concerned persons for rectifications, if needed in specified time limit		3	2	1
	PC25. Handle the equipments and samples properly		5	3	2
	PC26. Conduct the quality checks wearing the appropriate attire and safety gears		4	2	2
	PC27. Precaution for dust / chemical inhaling and handling		3	2	1
	PC28. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)		0	0	0
	PC29. Dispose all materials used in the QA test safely as per Health and Safety management system of the company		7	3	4
	Total		**100**	**60**	**40**