

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

What are Occupational Standards(OS)?

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

Contact Us:

PHD House (4th Floor),
Opp. Asian Games Village,
Siri Fort Institutional Area, New Delhi – 110016
PH: 011-41009347/48

E-mail:
info@rsdcindia.in



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	3
4. OS Units.....	4
5. Annexure: Nomenclature for QP & OS.....	69
6. Assessment Criteria.....	71

Introduction

Qualifications Pack- Material Handling and Storage Operator

SECTOR: RUBBER INDUSTRY

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

OCCUPATION: Storage & Warehousing

REFERENCE ID: RSC/Q0108

ALIGNED TO: NCO-2015/NIL

Brief Job Description: Material Handling and Storage Operators are responsible to work for the proper loading/ unloading, locating in assigned locations, assembling of rubber products, packaging and storage of the material. He is responsible for sending the approved material to manufacturing by ensuring quality, quantity, FIFO and age limits and also to send the packaged final product as per the delivery order/order sheet to the internal and external customer/s.

Personal Attributes: This job requires the individual to be physically strong, fit and energetic. He should be proficient in local language to guide the helpers/laborers and well versed with the instructional language of the organization as well.

Job Details	Qualifications Pack Code	RSC/Q0108		
	Job Role	Material Handling and Storage Operator		
	Credits(NSQF)	TBD	Version number	2.0
	Sector	Rubber Manufacturing	Drafted on	29/04/2016
	Sub-sector	Tyre and Non- tyre	Last reviewed on	17/05/2017
	Occupation	Storage & warehousing	Next review date	17/05/2021
	NSQC Clearance on			

Job Role	Material Handling and Storage Operator
Role Description	Rubber product Material Handling and Storage Operators are responsible to work for the proper loading/ unloading, locating in assigned locations, assembling of rubber products, packaging and storage of the material.
NSQF level	4
Minimum Educational Qualifications*	Class VIII th Pass
Maximum Educational Qualifications*	
Prerequisite License or Training	NA
Minimum Job Entry Age	18 years
Experience	Worked as a helper for 6 months. (Preferred)
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/N3301 - Perform rubber product loading/unloading activity RSC/N3302 - Carry out rubber product assembling and packaging RSC/N3303 - Undertake storage of rubber product RSC/N3304 - Undertake rubber product dispatch activities RSC/N5001 - Carry out housekeeping in rubber product manufacturing RSC/N5002 - Carry out reporting and documentation RSC/N5003 - Carry out quality checks RSC/N5004 - Carry out problem identification and escalation
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 performing loading and unloading activity w.r.t material, ingredients, compound mixes, semi-finished and finished products.

Unit Code	RSC/N3301
Unit Title (Task)	Perform rubber product loading/unloading activity
Description	This unit is about performing loading and unloading activity w.r.t material, ingredients, compound mixes, semi-finished and finished products.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none">) Collect equipments and hand tools) Carry out loading/unloading of material) Carry out loading/unloading operation) Ensure housekeeping and safety in loading/unloading area.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Collect equipments and hand tools	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Keep hand tools and different equipments used in loading/unloading operation ready before commencing loading/unloading</p>
Loading/unloading of material	<p>PC2. Check the planning department schedule and ensure availability of material, compound mix, semi finished and finished products to be loaded/unloaded</p> <p>PC3. Visual inspection of material, compound mix, semi finished and finished products to be loaded/unloaded</p>
Loading/unloading operation	<p>PC4. Ensure the completion of loading/unloading of material within the given timeline</p> <p>PC5. Perform checking of material based on random selection of the material as per the company's guidelines for the same</p> <p>PC6. Perform weight checks as per instructions from technical to record shortages /excess in supplies / dispatch</p> <p>PC7. Inspect for any damage and report the same to the purchase officer/supplier/relevant department</p> <p>PC8. Instruct for making the space available for the unloaded material</p> <p>PC9. Ensure that the quantity of material loaded/unloaded is properly recorded</p> <p>PC10. Ensure that all the loaded/unloaded material is identified properly</p> <p>PC11. Report any shortage/excess vis-à-vis the detail provided</p> <p>PC12. Send the loaded/unloaded material at the designated place</p> <p>PC13. Arrange for placing/storing the damaged/rejected material at proper place</p>
Housekeeping and safety in loading/unloading area	<p>PC14. Ensure the use of certified equipments and tools for loading/unloading/moving the material</p> <p>PC15. Ensure safety measures to avoid use of anything that may cause material to catch fire while loading/unloading</p> <p>PC16. Prepare MSDS (material safety data sheet) of each raw material under usage.</p> <p>PC17. Ensure that wash area for Face/eye is operational and have water running.</p> <p>PC18. First aid treatment to handle any injury, cut or sprain while lifting the material</p>

	<p>PC19. Handle the ingredients/material using hand gloves and other safety equipment as directed by organizations safety department</p> <p>PC20. Adhere to all safety norms (such as wearing protective gloves and shoes, safety masks etc)</p> <p>PC21. Avoid spillage and in case of spillage follow safety measures as laid down by safety department</p> <p>PC22. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p> <p>PC23. Follow the guidance of safety department to contain spillages which may affect the health and safety of self or the environment in the weighing area</p>
--	--

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>To be competent, the user/individual on the job must be able to</p> <p>KA1. Loading/unloading operation and the importance of proper material handling</p> <p>KA2. Implications of improper loading/unloading of material on cost and pace of production.</p> <p>KA3. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure.</p> <p>KA4. How to conduct quality and damage checks and their importance.</p> <p>KA5. Importance of identifying non-conforming products and their storage.</p> <p>KA6. Risk and impact of not following defined procedures/work instructions.</p> <p>KA7. The escalation matrix for reporting identified issues.</p> <p>KA8. Types of documentation in the organization and their importance.</p> <p>KA9. Records to be maintained and the implications of their non-maintenance.</p> <p>KA10. Importance of housekeeping & good shopfloor practices</p> <p>KA11. Health, safety and environment guidelines, legislations and regulations, as applicable.</p> <p>KA12. Impact of poor practices on health, safety and environment.</p> <p>KA13. Potential hazards and actions to minimize them.</p> <p>KA14. The escalation matrix and procedures for reporting hazards.</p> <p>KA15. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA16. Handover/Takeover of the equipment/material as per organizational SOP.</p>
B. Technical Knowledge	<p>To be competent, the user/individual on the job must be able to</p> <p>KB1. Loading/unloading operation using various tools and equipments.</p> <p>KB2. Cleanliness and safety requirements for commencing loading/unloading operation.</p> <p>KB3. Handling of chemicals, ingredients, prepared compound mix, semi finished products and finished products.</p> <p>KB4. Understand the features of a good carrier of goods</p> <p>KB5. Sampling tools , sampling and sample checking</p> <p>KB6. Usage of weighing machines</p>

	<p>KB7. Importance of identifying shortages of material invoiced and receipt</p> <p>KB8. Effect of mishandling the material on cost to the organization.</p> <p>KB9. Effect of wrong ingredient/material loading/unloading.</p> <p>KB10. Potential problems in the loading/unloading operations</p> <p>KB11. Units of measurement.</p> <p>KB12. Response to emergencies, for example, fire, system failures and manual intervention to avoid disasters.</p> <p>KB13. Knowledge of appropriate batch sizes with respect to appropriate material.</p> <p>KB14. Process and importance of visual quality checks.</p> <p>KB15. Batch marking techniques.</p> <p>KB16. Implications of incorrect batch marking.</p> <p>KB17. Knowledge of record maintenance.</p>
--	--

Skills (S)	
-------------------	--

A. Core Skills/ Generic Skills	<p style="text-align: center;">Writing Skills</p> <p>To be competent, the user/individual on the job must be able to</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms , activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p style="text-align: center;">Reading Skills</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p style="text-align: center;">Oral Communication</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Communicate with people in a form and manner and using language that is open and respectful</p>
	<p style="text-align: center;">Life Skills</p>
	<p style="text-align: center;">Integrity</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Resolve any difficulties in relationships with colleagues ,or get help from an</p>

	<p>appropriate person, in a way that preserves goodwill and trust</p> <p>Self Motivation</p> <p>SA15. Take responsibility for completing one’s own work assignment</p> <p>SA16. Take initiative to enhance/learn skills in ones’s area of work</p> <p>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.</p> <p>SA18. Is open to new ways of doing things</p> <p>SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability</p> <p>SA20. Avoid absenteeism</p> <p>SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Maintain disciplined environment in factory</p> <p>SA23. Be punctual</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The individual needs to know and understand how to:</p> <p>SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues</p> <p>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.</p> <p>SB3. Make changes in cycle time due to improved process.</p> <p>SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p>Customer Centricity</p>
<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>SB15. Ensure that performance of his action/operation/activity does not lead to any</p>	

	<p>divergence from the specified quality of the final product as required by the customer.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	<p>Problem Solving</p>
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>
	<p>Critical Thinking</p>
	<p>SB29. Seek clarification on problems from others</p> <p>SB30. Apply problem-solving approaches in different situations</p> <p>SB31. Refer anomalies to the line manager</p>

NOS Version Control

NOS Code	RSC/N3301		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



[Back to QP](#)

National Occupational Standard



Overview

This unit is about carrying out assembling and packaging of rubber products.

Carry out rubber product assembling and packaging

National Occupational Standard

Unit Code	RSC/N3302
Unit Title (Task)	Carry out rubber product assembling and packaging
Description	This unit is about carrying out assembling and packaging of rubber products.
Scope	This unit/task covers the following: <ul style="list-style-type: none">) Prepare equipments, tools and machine for assembling and packaging) Assembling of material) Collect the product for packaging and assembling) Inspect the product carefully for any defect , packaging of final product and maintain and operate packaging machine) Ensure housekeeping and safety in the work area) Disposal of the unused material
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare equipments, tools and machine	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. Ensure that the tools are clean and ready to use for assembling and packaging PC2. Check the functioning of the packaging machine. PC3. Set parameters for the machine as per the organizational SOP.
Assembling of material	<ul style="list-style-type: none"> PC4. Inspect the product carefully for any defect PC5. Check product dimensions and weight controls PC6. Check that OK stamp or release tags are available on the products meant for assembling PC7. Ensure availability of chemical/powder for lubrication PC8. Ensure the availability of product to be assembled and packed as per the schedule PC9. Ensure the availability of packaging material as per the schedule
Collect the product for packaging and assembling	<ul style="list-style-type: none"> PC10. Carry out assembling of products as per the guidelines PC11. Use tools and equipments appropriately for assembling products PC12. Inspect assembled product for any visual defect PC13. Organize for transporting the assembled product to the designated area PC14. Record the quantity of the components received for assembling PC15. Record the quantity of the assembled product sent to the storage area PC16. Record the products rejected due some defect. PC17. Achieve the target for assembling per shift efficiently PC18. Assembled product stacking is important to avoid any deterioration hence stacking height should be as per SOP for particular assembled product PC19. Report any defect in the product received for assembling to the concerned person PC20. Report any problems faced while assembling the components
Packaging of final product	<ul style="list-style-type: none"> PC21. Instruct the helpers to perform the packaging properly as per the guidelines from technical and also ensure customer specific items are checked for compliance PC22. Classification of products w.r.t. packaging requirement

	<p>PC23. Perform packing of products as per the requirement such as individual packing, box packing, carton packing etc</p> <p>PC24. Operate and monitor packing machine</p> <p>PC25. Allocate batch/lot number for the packed product</p> <p>PC26. Ensure the display of information regarding shelf life and indication of uses on packs</p> <p>PC27. Maintain records of packing done per shift ; a) quantity of the product received for packaging; b) quantity of the packed material sent to the shipment area ; c) quantity of packaging material used, in stock and required</p> <p>PC28. Ensure product differentiation on the basis of different/different colour packaging material and bold identification tags mentioning OK for shipment</p> <p>PC29. Inform the concerned person for the storage requirement of packed products</p>
Housekeeping and safety in the work area	<p>PC30. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC31. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Disposal of the unused material	<p>PC32. Carry out disposal of waste material safely as per SOP</p>

Knowledge and Understanding (K)

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>To be competent, the user/individual on the job must be able to</p> <p>KA1. Assembling procedure and its importance</p> <p>KA2. Company's packaging policies and standards for product.</p> <p>KA3. Organisational Coding system of products</p> <p>KA4. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA5. Quality and damage checks to be done and importance of the same</p> <p>KA6. Importance of identifying non-conforming products and storage of the same</p> <p>KA7. Risk and impact of not following defined procedures/work instructions</p> <p>KA8. Escalation matrix for reporting identified issues</p> <p>KA9. Types of documentation in organization and importance of the same</p> <p>KA10. Records to be maintained and implications of non-maintenance of the same</p> <p>KA11. Importance of housekeeping and good shop floor practices</p> <p>KA12. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA13. Impact of poor practices on health, safety and environment</p> <p>KA14. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA15. Handover/ Takeover the equipment/ work area as per company's SOP</p>
<p>B. Technical Knowledge</p>	<p>To be competent, the user/individual on the job must be able to</p> <p>KB1. Proper assembling procedures and techniques</p> <p>KB2. Proper follow up on sequence of assembling</p> <p>KB3. Proper handling and maintenance of assembling tools and equipments</p> <p>KB4. Classification of products as per requirement</p> <p>KB5. Importance of accurate counting of products</p> <p>KB6. Assembling different components of rubber products</p> <p>KB7. Effect of improper assembling on performance of final product</p>

	<p>KB8. Well versed with the dimensions of various rubber products to be assembled</p> <p>KB9. Functions of assembled rubber products</p> <p>KB10. Implications of delays in assembling of products.</p> <p>KB11. Organization of assembled items in proper way</p> <p>KB12. Working knowledge of defects on products to be assembled</p> <p>KB13. Knowledge of appropriate batch sizes with respect to requirement.</p> <p>KB14. Knowledge of matching sizes for products to be assembled</p> <p>KB15. Proper handling and maintenance of packing machine</p> <p>KB16. Proper packaging procedures</p> <p>KB17. Classification of products for different packing requirement, for example products are packed as individual pieces, in number, by actual weights or in Length, by average weight etc</p> <p>KB18. Importance of accurate counting of products</p> <p>KB19. Handling packaging material</p> <p>KB20. Proper handling of rubber products</p> <p>KB21. Implications of delays in packaging of product.</p> <p>KB22. Usage of different packaging material as per the product requirement</p> <p>KB23. Implications of improper packaging</p> <p>KB24. Cleanliness and safety requirements for assembling and packaging.</p> <p>KB25. Units of measurement.</p> <p>KB26. Importance of record maintenance</p> <p>KB27. Batch/Code marking techniques.</p> <p>KB28. Implications of incorrect batch/code marking.</p> <p>KB29. Implications of inappropriate waste disposal.</p>																																
Skills (S)																																	
A. Core Skills/ Generic Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #e6f2ff; text-align: center;">Writing Skills</td> </tr> <tr> <td colspan="2">To be competent, the user/individual on the job must be able to</td> </tr> <tr> <td style="width: 5%;">SA1.</td> <td>Construct simple sentences, prepare tags and express ideas through written communication</td> </tr> <tr> <td>SA2.</td> <td>Fill up appropriate forms and activity logs in required format of the company</td> </tr> <tr> <td>SA3.</td> <td>Perform basic mathematical operations and maintain records in given format</td> </tr> <tr> <td colspan="2" style="background-color: #e6f2ff; text-align: center;">Reading Skills</td> </tr> <tr> <td>SA4.</td> <td>Read and understand manuals, health and safety instructions, memos, reports, job cards etc</td> </tr> <tr> <td>SA5.</td> <td>Read images, graphs, diagrams</td> </tr> <tr> <td>SA6.</td> <td>Understand the various coding systems as per company norms</td> </tr> <tr> <td colspan="2" style="background-color: #e6f2ff; text-align: center;">Oral Communication</td> </tr> <tr> <td>SA7.</td> <td>Express statements, opinions or information clearly so that others can hear and understand</td> </tr> <tr> <td>SA8.</td> <td>Understand instructional language of the organization</td> </tr> <tr> <td>SA9.</td> <td>Respond appropriately to any queries</td> </tr> <tr> <td>SA10.</td> <td>Communicate with supervisor</td> </tr> <tr> <td>SA11.</td> <td>Communicate with upstream and downstream teams</td> </tr> <tr> <td colspan="2" style="background-color: #e6f2ff; text-align: center;">Life Skills</td> </tr> </table>	Writing Skills		To be competent, the user/individual on the job must be able to		SA1.	Construct simple sentences, prepare tags and express ideas through written communication	SA2.	Fill up appropriate forms and activity logs in required format of the company	SA3.	Perform basic mathematical operations and maintain records in given format	Reading Skills		SA4.	Read and understand manuals, health and safety instructions, memos, reports, job cards etc	SA5.	Read images, graphs, diagrams	SA6.	Understand the various coding systems as per company norms	Oral Communication		SA7.	Express statements, opinions or information clearly so that others can hear and understand	SA8.	Understand instructional language of the organization	SA9.	Respond appropriately to any queries	SA10.	Communicate with supervisor	SA11.	Communicate with upstream and downstream teams	Life Skills	
Writing Skills																																	
To be competent, the user/individual on the job must be able to																																	
SA1.	Construct simple sentences, prepare tags and express ideas through written communication																																
SA2.	Fill up appropriate forms and activity logs in required format of the company																																
SA3.	Perform basic mathematical operations and maintain records in given format																																
Reading Skills																																	
SA4.	Read and understand manuals, health and safety instructions, memos, reports, job cards etc																																
SA5.	Read images, graphs, diagrams																																
SA6.	Understand the various coding systems as per company norms																																
Oral Communication																																	
SA7.	Express statements, opinions or information clearly so that others can hear and understand																																
SA8.	Understand instructional language of the organization																																
SA9.	Respond appropriately to any queries																																
SA10.	Communicate with supervisor																																
SA11.	Communicate with upstream and downstream teams																																
Life Skills																																	

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

	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	Problem Solving
	<p>SB22. Interpret quality of product</p> <p>SB23. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	Analytical Thinking
	<p>SB24. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB25. Suggest improvements(if any) in process based on experience</p> <p>SB26. Suggest ways to improve efficiency in loading/unloading</p> <p>SB27. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>
	Critical Thinking
	<p>SB28. Seek clarification on problems from others</p> <p>SB29. Apply problem-solving approaches in different situations</p> <p>SB30. Refer anomalies to the line manager</p>

NOS Version Control

NOS Code	RSC/N3302		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & Warehousing	Next review date	17/05/2021



[Back to QP](#)

National Occupational Standard



Overview

This unit is about handling storage of material, ingredients, compound mixes, semi-finished and finished products.

Unit Code	RSC/N3303
Unit Title (Task)	Undertake storage of rubber product
Description	This unit is about handling storage of material, ingredients, compound mixes, semi-finished and finished products.
Scope	This unit/task covers the following: <ul style="list-style-type: none">) Keep hand tools and equipments used in material handling ready) Check the material before storage) Store the material as per the instructions received from operations) Ensure housekeeping and safety in storage area.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Keep hand tools and equipments ready	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. Keep hand tools and different equipments used in material handling ready before storage PC2. Inspect the cleanliness of the storage area PC3. Ensure storage area is maintained at appropriate conditions w.r.t temperature, exposure to heat / light and moisture as per the storage requirement for different materials PC4. Ensure that the approach path/Aisle from the storage area to the production unit is free and clear of impediments or obstructions PC5. Ensure the appropriate storage pin trucks , saddle trucks , liners ,skids, gondolas , containers are available PC6. Ensure that the rooms for cold storage and any other refrigerated cabins/rooms are available and ready to use (requirement for certain raw materials to protect from degradation) PC7. Ensure FIFO compliance by regular inspection and relocating the material for easy dispatch
Check the material before storage	<ul style="list-style-type: none"> PC8. Check the availability of material, compound mix, semi finished and finished products to be stored PC9. Inspect visually the material, compound mix, semi finished and finished products to be stored PC10. Check the paper document/ written instructions or details received from the relevant departments' end with the material
Storage of material	<ul style="list-style-type: none"> PC11. Ensure the completion of loading/unloading of material within the given timeline PC12. Perform checking of material based on random selection of the material as per the company's guidelines for the same PC13. Inspect for any damage and report the same to the purchase officer/supplier/relevant department PC14. Instruct for making the space available for the material PC15. Arrange the proper stacking of material PC16. Ensure proper identification on each material PC17. Indicate proper placement location of the raw material w.r.t the pillar numbers / bin numbers /or other indications to facilitate location of storage

	<p>PC18. Ensure that the quantity of material stored is properly recorded</p> <p>PC19. Ensure that the company process for inflow and outflow of raw material from storage area is adhered to</p> <p>PC20. Ensure that time delay between the receipt of material requirement and material being sent from the storage area is within limits specified by company</p> <p>PC21. Ensure that all the stored material is identified properly with all relevant details</p> <p>PC22. Ensure that all materials must have MSDS (Material Safety Data Sheet)</p> <p>PC23. Sampling and getting the release done through in house LAB</p> <p>PC24. Ensure the availability of the material as per the scheduler</p> <p>PC25. Coordinate with the weighing operator and purchase officer for proper inventory control and facilitate new material procurement</p> <p>PC26. Ensure stored materials have tags indicating the age and are constantly moved to facilitate consumption based on FIFO</p> <p>PC27. Send the contaminated /off spec /rejected material /component /semi finished/finished to Red tag Hold Area, report it to /concerned department and ensure its disposal on regular basis at the earliest available time</p> <p>PC28. Held up area must be clear of all red tag/hold material as soon as possible to avoid any misuse</p>
Ensure housekeeping and safety in storage area	<p>PC29. Ensure the use of certified material handling tools and equipments</p> <p>PC30. Get the timely checking of safety tools done (fire extinguisher, spray etc.)</p> <p>PC31. Ensure material safety in the storage area from water, oil & grease ,fire, insects, rodents and excessive heat</p> <p>PC32. First aid treatment to handle any injury, cut or sprain while lifting the material</p> <p>PC33. Handle the ingredients/material using hand gloves and other safety equipment as directed by organizations safety department</p> <p>PC34. Adhere to all safety norms (such as wearing protective gloves and shoes, safety masks etc)</p> <p>PC35. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p> <p>PC36. Follow the guidance of safety department to contain spillages which may affect the health and safety of self or the environment in the weighing area</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>To be competent, the user/individual on the job must be able to</p> <p>KA1. Storage operation and the importance in product manufacturing</p> <p>KA2. Implications of improper storage of material on cost and pace of production.</p> <p>KA3. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure.</p> <p>KA4. How to conduct quality and damage checks and their importance.</p> <p>KA5. Importance of identifying non-conforming products and their storage.</p> <p>KA6. Risk and impact of not following defined procedures/work instructions.</p> <p>KA7. The escalation matrix for reporting identified issues.</p> <p>KA8. Types of documentation in the organization and their importance.</p> <p>KA9. Records to be maintained and the implications of their non-maintenance.</p> <p>KA10. Importance of housekeeping & good shop floor practices</p> <p>KA11. Health, safety and environment guidelines, legislations and regulations, as applicable.</p>

	<p>KA12. Impact of poor practices on health, safety and environment.</p> <p>KA13. Potential hazards and actions to minimize them.</p> <p>KA14. The escalation matrix and procedures for reporting hazards.</p> <p>KA15. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA16. Handover/Takeover of the equipment/material as per organizational SOP.</p>
B. Technical Knowledge	<p>To be competent, the user/individual on the job must be able to</p> <p>KB1. Storage operation using various tools and equipments.</p> <p>KB2. Usage and functioning of different types of material handling tools and equipments.</p> <p>KB3. Proper stacking of chemicals, ingredients, prepared compound mix, semi finished products and finished products.</p> <p>KB4. Proper storage operation / maintenance</p> <p>KB5. Preliminary knowledge and understanding of material safety data of each and every chemical</p> <p>KB6. Safety measures to be taken in case of fire, theft, spillage etc.</p> <p>KB7. Aging of chemicals/compounds/product and its impact on quality of mixed compounds and final product.</p> <p>KB8. Importance of following the FIFO rule</p> <p>KB9. Cleanliness and safety requirements for storage of material at different stages of production.</p> <p>KB10. Sampling tools, sampling and sample checking</p> <p>KB11. Usage of fire extinguisher.</p> <p>KB12. Importance of identifying torn or split open bags/leakages in tanks/bins</p> <p>KB13. Effect of mishandling the material on cost to the organization.</p> <p>KB14. Effect of ingredient/material storage at wrong place.</p> <p>KB15. Methods of recording storage details for different types of ingredients, material, compound, semi- finished and finished products.</p> <p>KB16. Usage of different types of loading/unloading tools and equipments.</p> <p>KB17. Coding systems for identification and traceability.</p> <p>KB18. Process and importance of visual quality checks.</p> <p>KB19. Batch marking techniques.</p> <p>KB20. Implications of incorrect batch marking.</p> <p>KB21. Implications of inappropriate waste disposal.</p> <p>KB22. Knowledge of record maintenance.</p> <p>KB23. Importance of following paper documents for storage and release as per the SOP.</p> <p>KB24. Knowledge of key properties of ingredients, compounds and products which could be affected by improper handling and storage.</p> <p>KB25. Potential problems in the storage operations.</p> <p>KB26. Units of measurement.</p> <p>KB27. Response to emergencies, for example, fire, system failures and manual intervention to avoid disasters.</p> <p>KB28. Knowledge of appropriate batch sizes with respect to appropriate material.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p style="text-align: center;">Writing Skills</p> <p>To be competent, the user/individual on the job must be able to</p>

	<p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms , activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading Skills</p>
	<p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication</p>
	<p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Life Skills</p>
	<p>Integrity</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>Motivation</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The individual needs to know and understand how to:</p>

	<p>SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues</p> <p>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.</p> <p>SB3. Make changes in cycle time due to improved process.</p> <p>SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p align="center">Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p align="center">Customer Centricity</p>
	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	<p align="center">Problem Solving</p>
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>

	Analytical Thinking
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>
	Critical Thinking
	<p>SB29. Seek clarification on problems from others</p> <p>SB30. Apply problem-solving approaches in different situations</p> <p>SB31. Refer anomalies to the line manager</p>



NOS Version Control

NOS Code	RSC/N3303		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



[Back to QP](#)

National Occupational Standard



Overview

This unit is about undertaking dispatch activities.

Undertake rubber product dispatch activities

National Occupational Standard	Unit Code	RSC/N3304
	Unit Title (Task)	Undertake rubber product dispatch activities
	Description	This unit is about undertaking dispatch activities.
	Scope	This unit/task covers the following: <ul style="list-style-type: none">) Ensure quantity and packaging) Dispatch of material) Ensure housekeeping and safety in work area.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Ensure quantity and packaging	<p>This unit/task covers the following:</p> <p>PC1. Get the order sheet from the relevant department in writing duly signed by the concerned authority</p> <p>PC2. Communicate the requirement along with the timeline to the store/finished goods warehouse head</p> <p>PC3. Ensure that the proper packaging is done for the respective order</p> <p>PC4. Arrange fork lift or tow truck for transporting goods to the transporting vehicle</p> <p>PC5. Arrange for the transportation or courier services as per the requirement</p> <p>PC6. Inspect the truck/any other carrier of goods for any nails or any protruding objects that might damage the product to be dispatched</p> <p>PC7. Ensure that the truck/any other carrier of goods is well covered with tarpaulin to prevent any damage due to heat / moisture</p>
	Dispatch of material	<p>PC8. Guide the helpers associated for the dispatch of the product</p> <p>PC9. Arrange for the trolleys/forklift and other equipments required for moving product from one place to another and for loading on to dispatch vehicle</p> <p>PC10. Dispatch order of right product in right quantity through the best mode in the given timeline to the customer with the correct address and contact details</p> <p>PC11. Ensure that all customer specific items (such as number of pieces and their identifications complete with all additional items) during dispatch is complied with</p> <p>PC12. Ensure to send the proper paper documents (bill, order detail etc) with the order</p> <p>PC13. Maintain proper record of the details of fulfilled order such as quantity, time, mode, details of the transport used, courier details and charges and of the remaining orders to be delivered</p> <p>PC14. Inform the customer as well as the concerned authority of the unit for the completing the dispatch for orders</p> <p>PC15. Inform the customer as well as concerned authority for any delay in dispatch</p> <p>PC16. Confirm the receiving at customer's end</p> <p>PC17. Settle any dispute arising out of the order delivery problems w.r.t. time, quantity, packaging, product etc.</p>

RSC/N3304
Undertake rubber product dispatch activities

Ensure housekeeping and safety in work area	PC18. First aid treatment to handle any injury PC19. Adhere to all safety norms (such as wearing protective gloves and masks) PC20. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	To be competent, the user/individual on the job must be able to KA1. Dispatch operation and its importance of completing in the given timeline. KA2. Implications of not complying with the order sheet as per the given timeline. KA3. Importance of hiring trustworthy and competitive service provider KA4. Importance of maintaining cordial relations with customers KA5. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure. KA6. How to conduct quality and damage checks and their importance. KA7. Importance of identifying non-conforming products and their storage. KA8. Risk and impact of not following defined procedures/work instructions. KA9. The escalation matrix for reporting identified issues. KA10. Types of documentation in the organization and their importance. KA11. Records to be maintained and the implications of their non-maintenance. KA12. Importance of housekeeping & good shopfloor practices KA13. Health, safety and environment guidelines, legislations and regulations, as applicable. KA14. Impact of poor practices on health, safety and environment. KA15. Potential hazards and actions to minimize them. KA16. The escalation matrix and procedures for reporting hazards. KA17. Importance of FIFO KA18. Impact of various practices on cost, quality, productivity, delivery and safety. KA19. Handover/Takeover of the equipment/work area as per organizational SOP.
B. Technical Knowledge	To be competent, the user/individual on the job must be able to KB1. Proper procedure of dispatch of final product KB2. Knowledge of different transport service providers and courier service provider KB3. Proper packaging requirement for dispatch of final product KB4. Latest and cost effective methods/modes of sending the order KB5. Proper handling of packed product KB6. Knowledge of effective use of space inside the dispatch vehicle KB7. Features of different carriers of goods KB8. Organization of packaged items in proper way KB9. Importance of record keeping and paper documents KB10. Importance of maintaining cordial relations with customers KB11. Implications of delay in dispatch KB12. Importance of follow up with customers KB13. Proper placement of identification tags KB14. Potential problems in the dispatch operation. KB15. Knowledge of first aid treatment to respond to injuries. KB16. Computer application for record maintenance

	KB17. Importance of maintaining/getting updated contact details of the customers KB18. Importance of effective communication with helpers for dispatch of the material and organizing them in the allotted space
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/individual on the job must be able to
	SA1. Construct simple sentences and express ideas clearly through written communication
	SA2. Write simple letters, email etc, prepare tags and maintain record in the given format
	SA3. Fill up appropriate forms and activity logs in required format of the company
	SA4. Perform basic mathematical operations
	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. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)	
Life Skills	

	<p>Integrity</p> <p>SA14. Practice honesty with respect to company property and time</p> <p>SA15. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA16. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>Motivation</p> <p>SA17. Take responsibility for completing one’s own work assignment</p> <p>SA18. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA19. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA20. Is open to new ways of doing things</p> <p>SA21. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability</p> <p>SA22. Avoid absenteeism</p> <p>SA23. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA24. Work in disciplined factory environment</p> <p>SA25. Be punctual</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The individual needs to know and understand how to:</p> <p>SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues</p> <p>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.</p> <p>SB3. Make changes in cycle time due to improved process.</p> <p>SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p>Customer Centricity</p>

Undertake rubber product dispatch activities

	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	Problem Solving
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	Analytical Thinking
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>
	Critical Thinking
	<p>SB29. Seek clarification on problems from others</p> <p>SB30. Apply problem-solving approaches in different situations</p> <p>SB31. Refer anomalies to the line manager</p>

NOS Version Control

NOS Code	RSC/N3304		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & Warehousing	Next review date	17/05/2021



National Occupational Standard



Overview

This unit is about carrying out housekeeping

RSC/N5001
Carry out housekeeping in rubber product manufacturing

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: <ul style="list-style-type: none">) Preparing for housekeeping activities) Carry out housekeeping operations) Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Preparing for housekeeping activities	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. Inspect the area while taking into account various surfaces PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain PC3. Ensure that the cleaning equipment is in proper working condition PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces PC6. Inform the affected people about the cleaning activity PC7. Display the appropriate signage for the work being conducted PC8. Ensure that there is adequate ventilation for the work being carried out PC9. Wear the personal protective equipment required for the cleaning method and materials being used
Carry out housekeeping operations	<ul style="list-style-type: none"> PC10. Use the correct cleaning method for the work area, type of soiling and surface PC11. Carry out cleaning activity without disturbing others PC12. Deal with accidental damage, if any, caused while carrying out the work PC13. Report to the appropriate person any difficulties in carrying out your work PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill

Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p> <p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/individual on the job must be able to</p> <p>KA1. Importance of learning proper procedures and techniques</p> <p>KA2. Implications of not following the organizational requirement for approval for undertaking the specific task</p> <p>KA3. Importance of completing the activities as per the schedule</p> <p>KA4. Implications of not following the defined procedures/work instructions</p> <p>KA5. Importance of team work</p> <p>KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization</p> <p>KA8. Impact of poor practices on the individual's and organization's performance</p> <p>KA9. Importance of optimal utilization of resources</p> <p>KA10. Importance of providing feedback for improvement</p> <p>KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices</p> <p>KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization</p> <p>KA13. Importance of documentation/reporting as per guidelines and procedures</p> <p>KA14. Knowledge of do's and don'ts (company's HR instructions)</p> <p>KA15. Importance of attending trouble shooting</p> <p>KA16. Importance of subject learning/ training</p> <p>KA17. Importance of Product and its application</p>
B. Technical Knowledge	<p>To be competent, the user/individual on the job must be able to</p>

	<p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/individual on the job must be able to
	<p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication

	<p>SA8. Express statements, opinions or information clearly so that others can hear</p> <p>SA9. and understand</p> <p>SA10. Respond appropriately to any queries</p> <p>SA11. Communicate with supervisor</p> <p>SA12. Communicate with upstream and downstream teams</p> <p>SA13. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Life Skills</p> <p>Integrity</p> <p>SA14. Practice honesty with respect to company property and time</p> <p>SA15. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA16. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>Motivation</p> <p>SA17. Take responsibility for completing one’s own work assignment</p> <p>SA18. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA19. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA20. Is open to new ways of doing things</p> <p>SA21. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability</p> <p>SA22. Avoid absenteeism</p> <p>SA23. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA24. Work in disciplined factory environment</p> <p>SA25. Be punctual</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The individual needs to know and understand how to:</p> <p>SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues</p> <p>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.</p> <p>SB3. Make changes in cycle time due to improved process.</p> <p>SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p>

	<p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p>Customer Centricity</p>
	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	<p>Problem Solving</p>
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>

	Critical Thinking
	SB29. Seek clarification on problems from others
	SB30. Apply problem-solving approaches in different situations
	SB31. Refer anomalies to the line manager



NOS Version Control

NOS Code	RSC/N5001		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



National Occupational Standard



Overview

This unit is about reporting and documentation

Carry Out 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: <ul style="list-style-type: none">) Reporting of data/problem/incidents etc) Documentation) Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> PC4. Identify documentation to be completed relating to one's role PC5. Record details accurately in an appropriate format PC6. Complete all documentation within stipulated time according to company procedure PC7. Ensure that the final document meets with the requirements of the supervisor PC8. Make sure documents are available to all appropriate authorities to inspect
Information Security	<ul style="list-style-type: none"> PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures PC10. Inform the appropriate authority of requests for information received
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> 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

	<p>KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization</p> <p>KA13. Importance of documentation/reporting as per guidelines and procedures</p> <p>KA14. Knowledge of do's and don'ts (company's HR instructions)</p> <p>KA15. Importance of attending trouble shooting</p> <p>KA16. Importance of subject learning/ training</p> <p>KA17. Importance of Product and its application</p>
B. Technical Knowledge	<p>To be competent, the user/individual on the job must be able to</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>To be competent, the user/individual on the job must be able to</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p>

	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
	SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Life Skills
	Integrity
	SA13. Practice honesty with respect to company property and time
SA14. Communicate with people in a form and manner and using language that is open and respectful	
SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust	
Motivation	
SA16. Take responsibility for completing one's own work assignment	
SA17. Take initiative to enhance/learn skills in ones's area of work	
SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.	
SA19. Is open to new ways of doing things	
SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.	
Reliability	
SA21. Avoid absenteeism	
SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations	
SA23. Work in disciplined factory environment	
SA24. Be punctual	
B. Professional Skills	Decision Making
	The 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

	<p>management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p>Customer Centricity</p>
	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	<p>Problem Solving</p>
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in</p>

	the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material
	Critical Thinking
	<p>SB29. Seek clarification on problems from others</p> <p>SB30. Apply problem-solving approaches in different situations</p> <p>SB31. Refer anomalies to the line manager</p>



NOS Version Control

NOS Code	RSC/N5002		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



National Occupational Standard



Overview

This unit is about carrying out quality checks

Unit Code	RSC/N5003
Unit Title (Task)	Carry out quality checks
Description	This unit is about carrying out quality control activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none">) Carrying out quality checks and Inspect to identify problems) Analysis and take corrective actions) Reporting the results
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Carrying out quality checks and Inspect to identify problems	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure that total range of checks are regularly and consistently performed</p> <p>PC2. Use appropriate measuring instruments, equipment, tools, accessories etc, as required</p>
Analysis and take corrective actions	<p>PC3. Identify non-conformities to quality assurance standards</p> <p>PC4. Identify potential causes of non-conformities to quality assurance standards</p> <p>PC5. Identify impact on final product due to non-conformance to company standards</p> <p>PC6. Evaluate the need for action to ensure that problems do not recur</p> <p>PC7. Suggest corrective action to address problem</p> <p>PC8. Review effectiveness of corrective action</p>
Reporting the results	<p>PC9. Interpret the results of the quality check correctly</p> <p>PC10. Take up results of the findings with QC in charge/appropriate authority.</p> <p>PC11. Take up the results of the findings within stipulated time</p> <p>PC12. Record of results of action taken</p> <p>PC13. Record adjustments not covered by established procedures for future reference</p> <p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/individual on the job must be able to</p> <p>KA1. Importance of learning proper procedures and techniques</p> <p>KA2. Implications of not following the organizational requirement for approval for undertaking the specific task</p> <p>KA3. Importance of completing the activities as per the schedule</p> <p>KA4. Implications of not following the defined procedures/work instructions</p> <p>KA5. Importance of team work</p> <p>KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization</p>

Carry Out Quality Checks

	<p>KA8. Impact of poor practices on the individual's and organization's performance</p> <p>KA9. Importance of optimal utilization of resources</p> <p>KA10. Importance of providing feedback for improvement</p> <p>KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices</p> <p>KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization</p> <p>KA13. Importance of documentation/reporting as per guidelines and procedures</p> <p>KA14. Knowledge of do's and don'ts (company's HR instructions)</p> <p>KA15. Importance of attending trouble shooting</p> <p>KA16. Importance of subject learning/ training</p> <p>KA17. Importance of Product and its application</p>
<p>B. Technical Knowledge</p>	<p>To be competent, the user/individual on the job must be able to</p> <p>KB1. The importance of quality control procedures</p> <p>KB2. Relevance and importance of activities and how they contribute to the achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>To be competent, the user/individual on the job must be able to</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p> <p>Reading Skills</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p>

Carry Out Quality Checks

	<p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication</p>
	<p>SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Life Skills</p>
	<p>Integrity SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>Motivation SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The individual needs to know and understand how to:</p> <p>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.</p>

Carry Out Quality Checks

	<p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p>
	<p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>
	<p>Customer Centricity</p>
	<p>SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)</p> <p>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.</p> <p>SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer.</p> <p>SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients.</p> <p>SB18. Work towards fulfilling the customers requirement as per their demand.</p> <p>SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level</p> <p>SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer.</p> <p>SB21. Maintain good/cordial relation with customers.</p> <p>SB22. Work on the feedback received from customer regarding the product.</p>
	<p>Problem Solving</p>
	<p>SB23. Interpret quality of product</p> <p>SB24. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>SB25. Diagnose common problems in the material based on visual inspection and sample check.</p> <p>SB26. Suggest improvements(if any) in process based on experience</p> <p>SB27. Suggest ways to improve efficiency in loading/unloading</p> <p>SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material</p>

Carry Out Quality Checks

	Critical Thinking
	SB29. Seek clarification on problems from others SB30. Apply problem-solving approaches in different situations SB31. Refer anomalies to the line manager



NOS Code	RSC/N5003		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



National Occupational Standard



Overview

This unit is about problem identification and escalation

Unit Code	RSC/N5004
Unit Title (Task)	Carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none">) Identify problems across: <ul style="list-style-type: none"> o Raw materials o Compounds o Product o Equipment o Others) Identify solutions to problems and take necessary and corrective action) Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Identify defects/indicators of problems 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</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)</p> <p>PC8. Consider possible reasons for identification of problems 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 to an identified problem PC19. Take corrective action for problems identified according to the company procedures</p>

	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)	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> 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	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> 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

	<p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>To be competent, the user/individual on the job must be able to</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication
	<p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
Life Skills	

Carry Out Problem Identification And Escalation

	<p>Integrity</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p> <p>Motivation</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p> <p>Reliability</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The individual needs to know and understand how to:</p> <p>SB1. Take a decision for any change/issue based on earlier successes(documented previous history)on similar issues</p> <p>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.</p> <p>SB3. Make changes in cycle time due to improved process.</p> <p>SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management</p> <p>SB5. Consult the peer group and superiors to arrive at a favourable decision.</p> <p>SB6. Use of standard available problem solving techniques for decision making</p> <p>SB7. Review and analyze the process steps to check on system non adherence and non conformity</p> <p>SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making</p> <p>SB9. Take a calculated risk with minimum losses</p>
	<p>Plan and Organize</p> <p>SB10. Plan and organize the factors of production to execute the business plan</p> <p>SB11. Fix up tasks and allotment of the same</p> <p>SB12. Assign tasks to suitable persons</p> <p>SB13. Motivate them for better output and time bound completion of tasks</p>

Carry Out Problem Identification And Escalation

	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. Interpret quality of product	
SB24. Suggest improvements(if any) in process/product/materials based on results and experience	
Analytical Thinking	
SB25. Diagnose common problems in the material based on visual inspection and sample check.	
SB26. Suggest improvements(if any) in process based on experience	
SB27. Suggest ways to improve efficiency in loading/unloading	
SB28. Report to the supplier/department head about any repair work required in the carrier(trucks/tankers)/storage devices or request for change in case it is causing any damage to the material	
Critical Thinking	
SB29. Seek clarification on problems from others	
SB30. Apply problem-solving approaches in different situations	
SB31. Refer anomalies to the line manager	

NOS Version Control

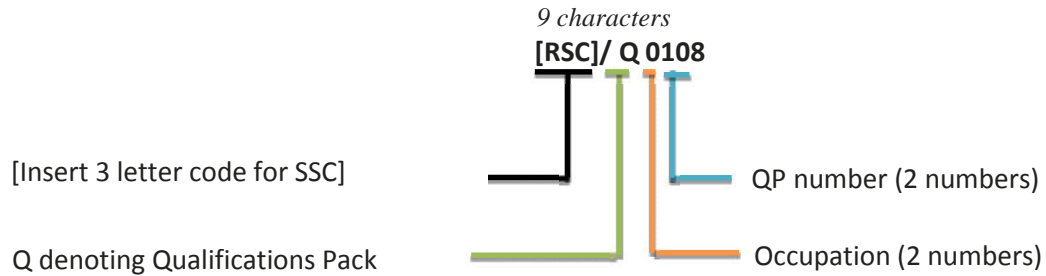
NOS Code	RSC/N5004		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	29/04/2016
Industry Sub-sector	Tyre and Non Tyre	Last reviewed on	17/05/2017
Occupation	Storage & warehousing	Next review date	17/05/2021



Annexure

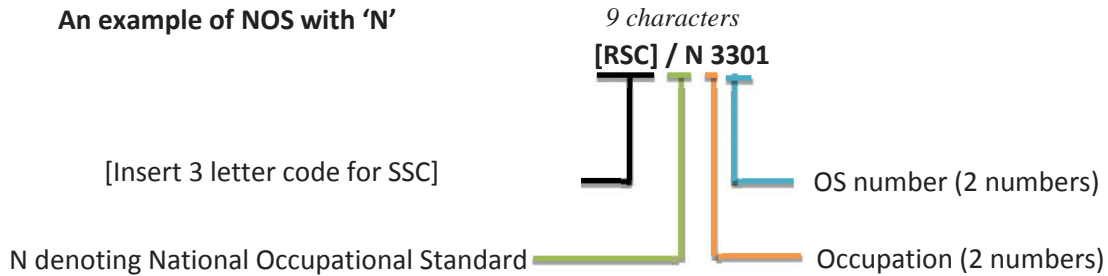
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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 QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	08

Criteria For Assessment Of Trainees

Job Role: Material Handling and Storage Operator

Qualification Pack Code: RSC/Q0108

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				Marks Allocation		
Total Marks: 800						
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical	
RSC/N3301 Perform rubber product loading/unloading activity	PC1. Keep hand tools and different equipments used in loading/unloading operation ready before commencing loading/unloading	100	7	5	2	
	PC2. Check the planning department schedule and ensure availability of material, compound mix, semi finished and finished products to be loaded/unloaded		7	5	2	
	PC3. Visual inspection of material, compound mix, semi finished and finished products to be loaded/unloaded		7	5	2	
	PC4. Ensure the completion of loading/unloading of material within the given timeline		1	0	1	
	PC5. Perform checking of material based on random selection of the material as per the company's guidelines for the same		6	3	3	
	PC6. Perform weight checks as per instructions from technical to record shortages /excess in supplies / dispatch		5	2	3	
	PC7. Inspect for any damage and report the same to the purchase officer/supplier/relevant department		5	2	3	
	PC8. Instruct for making the space available for the unloaded material		5	2	3	
	PC9. Ensure that the quantity of material loaded/unloaded is properly recorded		5	2	3	

	PC10. Ensure that all the loaded/unloaded material is identified properly		2	0	2
	PC11. Report any shortage/excess vis-à-vis the detail provided		5	2	3
	PC12. Send the loaded/unloaded material at the designated place		3	2	1
	PC13. Arrange for placing/storing the damaged/rejected material at proper place		4	2	2
	PC14. Ensure the use of certified equipments and tools for loading/unloading/moving the material		5	4	1
	PC15. Safety measures to avoid use of anything that may cause material to catch fire while loading/unloading		5	3	2
	PC16. Prepare MSDS (material safety data sheet) of each raw material under usage.		5	3	2
	PC17. Ensure that Face/eye wash area is operational and having water running.		1	0	1
	PC18. First aid treatment to handle any injury, cut or sprain while lifting the material		4	3	1
	PC19. Handle the ingredients/material using hand gloves and other safety equipment as directed by organizations safety department		4	3	1
	PC20. Adhere to all safety norms (such as wearing protective gloves and shoes, safety masks etc)		3	3	0
	PC21. Avoid spillage and in case of spillage occur, follow safety measures as laid down by safety department		4	3	1
	PC22. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		3	3	0
	PC23. Follow the guidance of safety department to contain spillages which may affect the health and safety of self or the environment in the weighing area		4	3	1
	Total		100	60	40
RSC/N3302 Carry out rubber product assembling and packaging	PC1. Ensure that the tools are clean and ready to use for assembling and packaging	100	3	2	1
	PC2. Check the functioning of the packaging machine.		4	2	2
	PC3. Set parameters for the machine as per the organizational SOP.		4	3	1
	PC4. Inspect the product carefully for any defect		2	1	1
	PC5. Check product dimensions and weight controls		2	1	1
	PC6. Check that OK stamp or release tags are available on the products meant for assembling		3	2	1
	PC7. Ensure availability of chemical/powder for lubrication		2	0	2
	PC8. Ensure the availability of product to be assembled and packed as per the schedule		2	0	2
	PC9. Ensure the availability of packaging material as per the schedule		2	0	2
	PC10. Carry out assembling of products as per the guidelines		3	2	1
	PC11. Use tools and equipments appropriately for assembling products		3	2	1
	PC12. Inspect assembled product for any visual defect		3	2	1
	PC13. Organize for transporting the assembled product to the designated area		3	2	1
	PC14. Record the quantity of the components received for assembling		3	2	1
	PC15. Record the quantity of the assembled product sent to the		3	2	1

	storage area				
	PC16. Record the products rejected due some defect.		3	2	1
	PC17. Achieve the target for assembling per shift efficiently		3	2	1
	PC18. Assembled product stacking is important to avoid any deterioration hence stacking height should be as per SOP for particular assembled product		3	2	1
	PC19. Report any defect in the product received for assembling to the concerned person		3	2	1
	PC20. Report any problems faced while assembling the components		2	1	1
	PC21. Instruct the helpers to perform the packaging properly as per the guidelines from technical and also ensure customer specific items are checked for compliance		3	1	2
	PC22. Classification of products w.r.t. packaging requirement		3	1	2
	PC23. Perform packing of products as per the requirement such as individual packing, box packing, carton packing etc		3	1	2
	PC24. Operate and monitor packing machine		3	1	2
	PC25. Allotment of batch/lot number for the packed product		3	1	2
	PC26. Ensure the display of information regarding shelf life and indication of uses on packs		3	1	2
	PC27. Maintain records of packing done per shift :a) quantity of the product received for packaging; b) quantity of the packed material sent to the shipment area ; c) quantity of packaging material used, in stock and required		4	1	3
	PC28. Ensure product differentiation on the basis of different/different colour packaging material and bold identification tags mentioning OK for shipment		3	0	3
	PC29. Inform the concerned person for the storage requirement of packed products		4	1	3
	PC30. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).		2	2	0
	PC31. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)		5	3	2
	PC32. Carry out disposal of waste material safely as per SOP		8	5	3
	Total		100	50	50
RSC/N3303 Undertake storage of rubber product	PC1 Keep hand tools and equipments used in material handling ready	100	2	1	1
	PC2. Inspect the cleanliness of the storage area		2	0	2
	PC3. Ensure storage area is maintained at appropriate conditions w.r.t temperature, exposure to heat / light and moisture as per the storage requirement for different materials		4	3	1
	PC4. Ensure that the approach path/Aisle from the storage area to the production unit is free and clear of impediments or obstructions		3	2	1
	PC5. Ensure the appropriate storage pin trucks , saddle trucks, liners, skids, gondolas, containers are available		3	2	1
	PC6. Ensure that the rooms for cold storage and any other refrigerated cabins/rooms are available and ready to use (requirement for certain raw materials to protect from degradation)		3	2	1
	PC7. Ensure FIFO compliance by regular inspection and relocating the material for easy dispatch		2	0	2

PC8. Check the availability of material, compound mix, semi finished and finished products to be stored	3	2	1
PC9. Visual inspection of material, compound mix, semi finished and finished products to be store	3	2	1
PC10. Check the paper document/ written instructions or details received from the relevant departments' end with the material	3	2	1
PC11. Ensure the completion of loading/unloading of material within the given timeline	1	0	1
PC12. Perform checking of material based on random selection of the material as per the company's guidelines for the same	2	1	1
PC13. Inspect for any damage and report the same to the purchase officer/supplier/relevant department	3	1	2
PC14. Instruct for making the space available for the material	3	1	2
PC15. Arrange the proper stacking of material	3	1	2
PC16. Ensure proper identification on each material	3	1	2
PC17. Indicate proper placement location of the raw material w.r.t the pillar numbers / bin numbers /or other indications to facilitate location of storage	2	1	1
PC18. Ensure that the quantity of material stored is properly recorded	2	1	1
PC19. Ensure that the company process for inflow and outflow of raw material from storage area is adhered to	3	2	1
PC20. Ensure that time delay between the receipt of material requirement and material being sent from the storage area is within limits specified by company	3	2	1
PC21. Ensure that all the stored material is identified properly with all relevant details	3	2	1
PC22. Ensure that all materials must have MSDS (Material Safety Data Sheet)	3	1	2
PC23. Sampling and getting the release done through in house LAB	3	2	1
PC24. Ensure the availability of the material as per the scheduler	1	0	1
PC25. Coordinate with the weighing operator and purchase officer for proper inventory control and facilitate new material procurement	3	2	1
PC26. Ensure stored materials have tags indicating the age and are constantly moved to facilitate consumption based on FIFO	2	1	1
PC27. Send the contaminated /off spec /rejected material /component /semi finished/finished to Red tag Hold Area, report it to /concerned department and ensure its disposal on regular basis at the earliest available time	3	2	1
PC28. Held up area must be clear of all red tag/hold material as soon as possible to avoid any misuse	3	2	1
PC29. Ensure the use of certified material handling tools and equipments	2	0	2
PC30. Get the timely checking of safety tools done (fire extinguisher, spray etc.)	4	2	2
PC31. Ensure material safety in the storage area from water, oil & grease ,fire, insects, rodents and excessive heat	3	1	2
PC32. First aid treatment to handle any injury, cut or sprain while lifting the material	3	1	2
PC33. Handle the ingredients/material using hand gloves and other safety equipment as directed by organizations safety department	3	2	1

	PC34. Adhere to all safety norms (such as wearing protective gloves and shoes, safety masks etc)		3	1	2
	PC35. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		4	2	2
	PC36. Follow the guidance of safety department to contain spillages which may affect the health and safety of self or the environment in the weighing area		4	2	2
	Total		100	50	50
RSC/N3304 Undertake rubber product dispatch activities	PC1. Get the order sheet from the relevant department in writing duly signed by the concerned authority	100	5	4	1
	PC2. Communicate the requirement along with the timeline to the store/finished goods warehouse head		4	3	1
	PC3. Ensure that the proper packaging is done for the respective order		3	2	1
	PC4. Arrange fork lift or tow truck for transporting goods to the transporting vehicle		5	3	2
	PC5. Arrange for the transportation or courier services as per the requirement		5	3	2
	PC6. Inspect the truck/any other carrier of goods for any nails or any protruding objects that might damage the product to be dispatched		5	3	2
	PC7. Ensure that the truck/any other carrier of goods is well covered with tarpaulin to prevent any damage due to heat / moisture		1	0	1
	PC8. Guide the helpers associated for the dispatch of the product		5	3	2
	PC9. Arrange for the trolleys/forklift and other equipments required for moving product from one place to another and for loading on to dispatch vehicle		6	3	3
	PC10. Dispatch order of right product in right quantity through the best mode in the given timeline to the customer with the correct address and contact details		6	3	3
	PC11. Ensure that all customer specific items (such as number of pieces and their identifications complete with all additional items) during dispatch is complied with		6	3	3
	PC12. Ensure to send the proper paper documents (bill, order detail etc) with the order		6	3	3
	PC13. Maintain proper record of the details of fulfilled order such as quantity, time, mode, details of the transport used, courier details and charges and of the remaining orders to be delivered		6	3	3
	PC14. Inform the customer as well as the concerned authority of the unit for the completing the dispatch for orders		6	3	3
	PC15. Inform the customer as well as concerned authority for any delay in dispatch		6	3	3
	PC16. Confirm the receiving at customer's end		6	3	3
	PC17. Settlement of any dispute arising out of the order delivery problems w.r.t. time, quantity, packaging, product etc.		6	3	3
	PC18. Knowledge of first aid for handling any injury		5	4	1
	PC19. Adhere to all safety norms (such as wearing protective gloves and masks)		4	4	0
	PC20. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		4	4	0

	Total		100	60	40
RSC/N5001 Carry out housekeeping in rubber product manufacturing	PC1. Inspect the area while taking into account various surfaces	100	3	3	0
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		3	3	0
	PC3. Ensure that the cleaning equipment is in proper working condition		3	3	0
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		3	3	0
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		3	3	0
	PC6. Inform the affected people about the cleaning activity		2	2	0
	PC7. Display the appropriate signage for the work being conducted		3	3	0
	PC8. Ensure that there is adequate ventilation for the work being carried out		3	3	0
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		3	3	0
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		3	3	0
	PC11. Carry out cleaning activity without disturbing others		3	3	0
	PC12. Deal with accidental damage, if any, caused while carrying out the work		3	3	0
	PC13. Report to the appropriate person any difficulties in carrying out your work		3	3	0
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		3	3	0
	PC15. Ensure that there is no oily substance on the floor to avoid slippage		9	3	6
	PC16. Ensure that no scrap material is lying around		9	3	6
	PC17. Maintain and store housekeeping equipment and supplies		3	3	0
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		3	3	0
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		8	2	6
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		3	3	0
	PC21. Dispose the waste garnered from the activity in an appropriate manner		9	3	6
	PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly		9	3	6
	PC23. Maintain schedules and records for housekeeping duty		3	3	0
	PC24. Replenish any necessary supplies or consumables		3	3	0
Total		100	70	30	
RSC/N5002 Carry Out Reporting And Documentatio n	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 supervisor		6	4	2
	PC8. Make sure documents are available to all appropriate authorities to inspect		6	4	2
	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures		6	6	0
	PC10. Inform the appropriate authority of requests for information received		6	6	0
	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. Evaluating the need for action to ensure that problems do not recur		6	4	2
	PC7. Suggest corrective action to address problem		5	3	2
	PC8. Review effectiveness of corrective action		5	3	2
	PC9. Interpret the results of the quality check correctly		4	4	0
	PC10. Take up results of the findings with QC in charge/appropriate authority.		3	3	0
	PC11. Take up the results of the findings within stipulated time		3	3	0
	PC12. Record of results of action taken		3	3	0
	PC13. Record adjustments not covered by established procedures for future reference		3	3	0
	PC14. Review effectiveness of action taken		2	2	0
	PC15. Follow reporting procedures where the cause of defect cannot be identified		2	2	0
	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 if the problem has been resolved	2	2	0
PC17. Ensure that corrective action selected is viable and practical	2	2	0
PC18. Ensure that correct solution is identified to an identified 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