

Model Curriculum

Injection Moulding Operator

SECTOR: Rubber
SUB-SECTOR: Tyre and Non-Tyre
OCCUPATION: Moulding/Curing
REF ID: RSC/ Q 0207, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by
the

Rubber Skill Development Council
for the

MODEL CURRICULUM

Complying to National Occupational Standards
of

Job Role/ Qualification Pack: **Injection Moulding Operator** QP No. **RSC/ Q0207**
NSQF Level 4

Date of Issuance: **December 15, 2015**

Valid Upto: **December 15, 2016**

* Valid up to the next review date of the Qualification Pack



Authorised Signatory

Rubber Skill Development Council

TABLE OF CONTENTS

1. Curriculum	01
2. Trainer Prerequisites	08
3. Annexure: Assessment Criteria	09

Injection Moulding Operator

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a “Injection Moulding Operator”, in the “Rubber” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Injection Moulding Operator		
Qualification Pack Name & Reference ID. ID	RSC/ Q 0207		
Version No.	1.0	Version Update Date	As per QP
Pre-requisites to Training	Class 10 th (High School Education)/ITI/Graduate in Science		
Training Outcomes	After completing this programme, participants will be able to: <ul style="list-style-type: none"> • Prepare injection moulding machine • Perform injection moulding operation • Undertake post moulding activities • Carry out housekeeping • Carry out reporting and documentation • To carry out quality checks • Carry out problem identification and escalation 		

This course encompasses seven out of seven National Occupational Standards (NOS) of “RSC/ Q 0207” Qualification Pack issued by “Rubber Skill Development Council”.

S. No	Module	Key Learning Outcomes	Equipment
1	Introduction and Orientation Theory 2 hours Practical 0 hours Corresponding NOS Bridge Module	<ul style="list-style-type: none"> Importance of Rubber Sector Role and responsibility of Injection Moulding Operator 	Laptop, white board, marker, projector
2	Prepare Injection Moulding Machine Theory 30 hours Practical 40 hours Corresponding NOS RSC/ N0701	<ul style="list-style-type: none"> Ensure that injection moulding machine is clean and fit for use as per SOP Ensure upstream feeding device is loaded and ready for operation Ensure emergency safety feature of machine is working Select the correct mould and distribution system (sprue, drop, runners & gates) Ensure that the mould is clean Ensure that barrel & distribution system (sprue, drop, runners & gates) are clean Assemble the mould & distribution system properly on the platen machine Load the mould and distribution system on the machine press for preheating Set parameters for the injection moulding equipment (injection cycle time, temperature and clamping pressure) , as per company's SOP Keep all the accessories like cleaning brush, mould release lever (made of brass or aluminum flat), ready including mould release agent Apply the mould release agent appropriately as per SOP Ensure that identified rubber compound strip or granule is ready for feeding into the Injection Moulding machine for the entire shift Ensure that rubber compound strip or granule to be fed is approved by laboratory Match the batch code of each rubber compound with the batch code on the job schedule given by the planning department Ensure desired shape of rubber compound strip or granule for continuous feeding to Injection moulding machine. Ensure, by visual inspection, that rubber compound strip or granule is of desired quality (free of contamination/ bloom) 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber injection moulding machine and accessories, Safety equipment such as fire extinguishers, helmet, gloves, goggles etc., Digital thermometers, moulds, materials for moulding such as rubber mix, mould release agent, marker pencils etc. Tools for finishing moulded products, Ruler, dial gauge, magnifying glass etc.

		<ul style="list-style-type: none"> • Ensure housekeeping/safety in the moulding area as per SOP • Use lifting equipment such as forklift / Trolleys while lifting heavy materials such as moulds and distribution systems to avoid physical injury. • Ensure mould lifting/ ejection/ slide mechanism of the press are properly functioning • Ensure that signage indicating hot surfaces is put up wherever necessary • Adhere to all safety norms (eg wearing protective gloves, shoes, safety glasses) • Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP 	
3	Perform Injection Moulding Operation Theory 35 hours Practical 50 hours Corresponding NOS RSC/ N0702	<ul style="list-style-type: none"> • Handle the rubber compound to avoid contamination • Load the material in the correct pattern as per SOP to minimize material overflow/ wastage/ excess flash • Check the identified feed strip for dimension uniformity/identified granules • Make the rubber compound strip or granule ready for feeding into the machine • Start the machine and feeding simultaneously • Ensure that moulding pressure and temperature is maintained during the curing cycle • Ensure mould lifting/ ejection/ slide mechanism of the press are properly functioning • Cure the product as per SOP • Remove the cured product from the mould as per SOP • Ensure Housekeeping and Safety in mixing area • Adhere to all other safety norms (like wearing shoes) • Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber injection moulding machine and accessories, Safety equipment such as fire extinguishers, helmet, gloves, goggles etc., Digital thermometers, moulds, materials for moulding such as rubber mix, mould release agent, marker pencils etc. Tools for finishing moulded products, Ruler, dial gauge, magnifying glass etc.
4	Undertake Post Moulding Activities Theory 25 hours Practical 35 hours Corresponding NOS RSC / N 0703	<ul style="list-style-type: none"> • Remove cured product properly as per SOP • Remove the cured compound from the pot/ flow grooves and ensure clean mould for next cycle • Trim the piece to remove flash in a manner that does not cause injury to the operator or the product • Ensure finishing operation including surface treatment of the cured product if required as per SOP before sending to inspection/warehouse. • Dispose waste material in safe manner as per company's SOP 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber injection moulding machine and accessories, Safety equipment such as fire extinguishers, helmet, gloves, goggles

		<ul style="list-style-type: none"> • Ensure identification and traceability by batch marking/ coding for the right product as per instructions laid down by the company (in terms of batch number, colour, date stamp) • Send sample of specified compound/ batch in specified form to lab for testing • Send the remaining material to the designated storage area • Ensure mould lifting/ ejection/ slide mechanism of the press are properly functioning • Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses) • Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP 	etc., Digital thermometers, moulds, materials for moulding such as rubber mix, mould release agent, marker pencils etc. Tools for finishing moulded products, Ruler, dial gauge, magnifying glass etc.
5	Health and Safety Theory 10 Hours Practical 15 hours Corresponding NOS Bridge Module	<ul style="list-style-type: none"> • Identify different methods of first aid. • Perform first aid. • Understand CPR. • Perform CPR in case of emergency. 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, CPR Mannequin, First Aid Kit
6	House Keeping 10 Hours Practical 20 hours Corresponding NOS RSC/N5001	<ul style="list-style-type: none"> • Inspect the area while taking into account various surfaces • Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain • Ensure that the cleaning equipment is in proper working condition • Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person • Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces • Inform the affected people about the cleaning activity • Display the appropriate signage for the work being conducted • Ensure that there is adequate ventilation for the work being carried out • Wear the personal protective equipment required for the cleaning method and materials being used • Use the correct cleaning method for the work area, type of soiling and surface • Carry out cleaning activity without disturbing others • Deal with accidental damage, if any, caused while carrying out the work • Report to the appropriate person any 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber injection moulding machine and accessories, Safety equipment such as fire extinguishers, helmet, gloves, goggles etc., Digital thermometers, moulds, materials for moulding such as rubber mix, mould release agent, marker pencils etc. Tools for finishing moulded products, Ruler, dial gauge, magnifying glass etc.

		<p>difficulties in carrying out your work</p> <ul style="list-style-type: none"> Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill Ensure that there is no oily substance on the floor to avoid slippage Ensure that no scrap material is lying around Maintain and store housekeeping equipment and supplies Follow workplace procedures to deal with any accidental damage caused during the cleaning process Ensure that, on completion of the work, the area is left clean and dry and meets requirements Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored Dispose the waste garnered from the activity in an appropriate manner Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly Maintain schedules and records for housekeeping duty Replenish any necessary supplies or consumables 	
7	<p>Reporting and Documentation 05 Hours</p> <p>Practical 10 hours</p> <p>Corresponding NOS RSC/N5002</p>	<ul style="list-style-type: none"> Report data/problems/incidents as applicable in a timely manner Report to the appropriate authority as laid down by the company Follow reporting procedures as prescribed by the company Identify documentation to be completed relating to one's role Record details accurately in appropriate format Complete all documentation within stipulated time according to company procedure Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly Make sure documents are available to all appropriate authorities to inspect Respond to requests for information in an appropriate manner whilst following organizational procedures Inform the appropriate authority of requests for information received 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, reporting formats, registers, files</p>
8	<p>Quality Checks 05 Hours</p> <p>Practical 10 hours</p>	<ul style="list-style-type: none"> Ensure that total range of checks are regularly and consistently performed Use appropriate measuring instruments, equipment, tools, accessories etc, as required Identify non-conformities to quality assurance 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer,</p>

	<p>Corresponding NOS RSC/N5003</p>	<p>standards</p> <ul style="list-style-type: none"> Identify potential causes of non-conformities to quality assurance standards Identify impact on final product due to non-conformance to company standards Evaluating the need for action to ensure that problems do not recur Suggest corrective action to address problem Review effectiveness of corrective action Interpret the results of the quality check correctly Take up results of the findings with QC in charge/appropriate authority. Take up the results of the findings within stipulated time Record of results of action taken Record adjustments not covered by established procedures for future reference Review effectiveness of action taken Follow reporting procedures where the cause of defect cannot be identified 	<p>quality manuals, Digital thermometers, moulds, materials for moulding such as rubber mix, mould release agent</p>
9	<p>Problem Identification and Escalation 05 Hours</p> <p>Practical 10 hours</p> <p>Corresponding NOS RSC/N5004</p>	<ul style="list-style-type: none"> Identify defects/indicators of problems Identify any wrong practices that may lead to problems Identify practices that may impact the final product quality Identify if the problem has occurred before Identify other operations that might be impacted by the problem Ensure that no delays are caused as a result of failure to escalate problems Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) Consider possible reasons for identification of problems Consider applicable corrections and formulate corrective action Formulate action in a timely manner Communicate problem/remedial action to appropriate parties Take corrective action in a timely manner Take corrective action for problems identified according to the company procedures Report/document problem and corrective action in an appropriate manner Monitor corrective action Evaluate implementation of corrective action taken to determine if the problem has been resolved Ensure that corrective action selected is viable and practical Ensure that correct solution is identified to an identified problem 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, reporting formats, registers</p>

		<ul style="list-style-type: none"> • Take corrective action for problems identified according to the company procedures • Ensure that no delays are caused as a result of failure to take necessary action • Escalate problem as per laid down escalation matrix • Escalate the problem within stipulated time • Escalate the problem in an appropriate manner • Ensure that no delays are caused as a result of failure to escalate problems 	
10	Soft Skills Theory 05 Hours Practical 05 hours Corresponding NOS Bridge Module	<ul style="list-style-type: none"> • Understand Art of Effective Communication. • Able to handle effective Communication with co-workers and their Family. • Able to handle effective Communication with Peers/ colleagues using medical terminology in communication. • Learn basic reading and writing skills. • Follow basics of grooming and personal health • Effectively work in a team • Manage time effectively • Prepare for interviews 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer
11	IT Skills Theory 08 hours Practical 15 hours Corresponding NOS Bridge Module	<ul style="list-style-type: none"> • Understand parts of a computer • Understand basics of computer and concept of motherboard • Use Microsoft Word • Use Microsoft PowerPoint • Use Microsoft Excel • Understand Internet and its uses 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, Microsoft Office, Internet Connectivity
	Total 350 hrs Theory 140 Hours Practical 210 Hours		

Grand Course Duration: 350 Hours

(This syllabus/ curriculum has been approved by Rubber Skill Development Council)

Trainer Prerequisites for Job role: “Injection Moulding Operator” mapped to Qualification Pack: “RSC/Q 0207 Version 1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “RSC/Q0207 Version 1.0”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well- organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualification	Any Graduate preferably in rubber or polymer
4a	Domain Certification	Certified for Job Role: “Injection Moulding Operator” mapped to QP: “RSC/Q0207”. Minimum accepted score as per RSDC guidelines is 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q1402”. Minimum accepted score as per RSDC guidelines is 80%.
5	Experience	5+ years of relevant work-experience, above supervisor level

Annexure: Assessment Criteria

Assessment Criteria for Injection Moulding Operator	
Job Role	Injection Moulding Operator
Qualification Pack	RSC/Q 0207 Version 1.0
Sector Skill Council	Rubber Skill Development Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for Qualification Pack has been created based on the NOSs and performance criteria by RSDC. Each Performance Criteria (PC) has been assigned marks proportional to its importance within NOS and weightages have also been given among the NOSs accordingly. RSDC has laid down the proportion of marks for Skills and Theory for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 70% aggregate
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment Strategy		Marks Allocation		
NOS	Performance Criteria	Total	Theory	Practical
1. RSC/ N0701 (Prepare injection moulding machine)	PC1. Ensure that injection moulding machine is clean and fit for use as per SOP	5	3	2
	PC2. Ensure upstream feeding device is loaded and ready for operation	5	3	2
	PC3. Ensure emergency safety feature of machine is working	5	3	2
	PC4. Select the correct mould and distribution system (sprue, drop, runners & gates)	5	3	2
	PC5. Ensure that the mould is clean	5	3	2
	PC6. Ensure that barrel & distribution system (sprue, drop, runners & gates) are clean	5	3	2
	PC7. Assemble the mould & distribution system properly on the platen machine	5	3	2
	PC8. Load the mould and distribution system on the machine press for preheating	5	3	2
	PC9. Set parameters for the injection moulding equipment (injection cycle time, temperature and clamping pressure) , as per company's SOP	5	3	2
	PC10. Keep all the accessories like cleaning brush, mould release lever (made of brass or aluminum flat), ready including mould release agent	5	3	2
	PC11. Apply the mould release agent appropriately as per SOP	5	3	2
	PC12. Ensure that identified rubber compound strip or granule is ready for feeding into the Injection Moulding machine for the entire shift	5	3	2
	PC13. Ensure that rubber compound strip or granule to be fed is approved by laboratory	5	3	2
	PC14. Match the batch code of each rubber compound with the batch code on the job schedule given by the planning department	5	3	2
	PC15. Ensure desired shape of rubber compound strip or granule for continuous feeding to Injection moulding machine.	5	3	2
	PC16. Ensure, by visual inspection, that rubber compound strip or granule is of desired quality (free of contamination/ bloom)	5	3	2
	PC17. Ensure housekeeping/safety in the moulding area as per SOP	4	2	2
	PC18. Use lifting equipment such as forklift / Trolleys while lifting heavy materials such as moulds and distribution systems to avoid physical injury.	4	2	2
	PC19. Ensure mould lifting/ ejection/ slide	3	2	1

	mechanism of the press are properly functioning			
	PC20. Ensure that signage indicating hot surfaces is put up wherever necessary	4	3	1
	PC21. Adhere to all safety norms (eg wearing protective gloves, shoes, safety glasses)	3	2	1
	PC22. Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP	2	1	1
		100	60	40
2. RSC/ N0702 (Perform injection moulding operation)	PC1. Handle the rubber compound to avoid contamination	8	5	3
	PC2. Load the material in the correct pattern as per SOP to minimize material overflow/ wastage/ excess flash	9	5	4
	PC3. Check the identified feed strip for dimension uniformity/identified granules	8	5	3
	PC4. Make the rubber compound strip or granule ready for feeding into the machine	9	5	4
	PC5. Start the machine and feeding simultaneously	9	5	4
	PC6. Ensure that moulding pressure and temperature is maintained during the curing cycle	9	5	4
	PC7. Ensure mould lifting/ ejection/ slide mechanism of the press are properly functioning	9	5	4
	PC8. Cure the product as per SOP	9	5	4
	PC9. Remove the cured product from the mould as per SOP.	9	5	4
	PC10. Ensure Housekeeping and Safety in mixing area	7	5	2
	PC11. Adhere to all other safety norms (like wearing shoes)	7	5	2
	PC12. Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP	7	5	2
		100	60	40
3. RSC/ N 0703 (Undertake post moulding activities)	PC1. Remove cured product properly as per SOP	10	5	5
	PC2. Remove the cured compound from the pot/ flow grooves and ensure clean mould for next cycle	10	5	5
	PC3. Trim the piece to remove flash in a manner that does not cause injury to the operator or the product	10	5	5
	PC4. Ensure finishing operation including surface treatment of the cured product if required as per SOP before sending to inspection/warehouse.	10	5	5
	PC5. Dispose waste material in safe manner	5	5	0

	as per company's SOP			
	PC6. Ensure identification and traceability by batch marking/ coding for the right product as per instructions laid down by the company (in terms of batch number, colour, date stamp)	10	5	5
	PC7. Send sample of specified compound/ batch in specified form to lab for testing	9	4	5
	PC8. Send the remaining material to the designated storage area	9	4	5
	PC9. Ensure mould lifting/ ejection/ slide mechanism of the press are properly functioning	9	4	5
	PC10. Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses)	9	4	5
	PC11. Comply with health, safety, environment guidelines, regulations in accordance with international/national standards or organizational SOP	9	4	5
		100	50	50
4. RSC/ N5001 (To carry out housekeeping)	PC1. Inspect the area while taking into account various surfaces	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	3	3	0
	PC7. Display the appropriate signage for the work being conducted	5	5	0
	PC8. Ensure that there is adequate ventilation for the work being carried out	8	3	5
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used	8	3	5
	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	8	3	5
	PC13. Report to the appropriate person any difficulties in carrying out your work	8	3	5
	PC14. Identify and report to the appropriate person any additional cleaning required that	8	3	5

	is outside one's responsibility or skill			
	PC15. Ensure that there is no oily substance on the floor to avoid slippage	3	3	0
	PC16. Ensure that no scrap material is lying around	3	3	0
	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	8	3	5
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	3	3	0
	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	2	2	0
	PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	2	2	0
	PC23. Maintain schedules and records for housekeeping duty	2	2	0
	PC24. Replenish any necessary supplies or consumables	2	2	0
		100	70	30
5. RSC/ N5002 (To carry out reporting and documentation)	PC1. Report data/problems/incidents as applicable in a timely manner	11	6	5
	PC2. Report to the appropriate authority as laid down by the company	11	6	5
	PC3. Follow reporting procedures as prescribed by the company	11	6	5
	PC4. Identify documentation to be completed relating to one's role	11	6	5
	PC5. Record details accurately in an appropriate format	11	6	5
	PC6. Complete all documentation within stipulated time according to company procedure	11	6	5
	PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	11	6	5
	PC8. Make sure documents are available to all appropriate authorities to inspect	11	6	5
	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
		100	60	40
6. RSC/ N5003 (To carry out quality	PC1. Ensure that total range of checks are	4	4	0

checks)	regularly and consistently performed			
	PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	4	4	0
	PC3. Identify non-conformities to quality assurance standards	8	4	4
	PC4. Identify potential causes of non-conformities to quality assurance standards	7	4	3
	PC5. Identify impact on final product due to non-conformance to company standards	7	4	3
	PC6. Evaluating the need for action to ensure that problems do not recur	7	4	3
	PC7. Suggest corrective action to address problem	7	4	3
	PC8. Review effectiveness of corrective action	7	4	3
	PC9. Interpret the results of the quality check correctly	7	4	3
	PC10. Take up results of the findings with QC in charge/appropriate authority.	7	4	3
	PC11. Take up the results of the findings within stipulated time	7	4	3
	PC12. Record of results of action taken	7	4	3
	PC13. Record adjustments not covered by established procedures for future reference	7	4	3
	PC14. Review effectiveness of action taken	7	4	3
	PC15. Follow reporting procedures where the cause of defect cannot be identified	7	4	3
		100	60	40
7. RSC/ N5004 (To carry out problem identification and escalation)	PC1. Identify defects/indicators of problems	5	3	2
	PC2. Identify any wrong practices that may lead to problems	5	3	2
	PC3. Identify practices that may impact the final product quality	5	3	2
	PC4. Identify if the problem has occurred before	5	3	2
	PC5. Identify other operations that might be impacted by the problem	5	3	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)	5	3	2
	PC8. Consider possible reasons for identification of problems	5	3	2
	PC9. Consider applicable corrections and formulate corrective action	5	3	2
	PC10. Formulate action in a timely manner	5	3	2
	PC11. Communicate problem/remedial action to appropriate parties	5	3	2
	PC12. Take corrective action in a timely manner	5	3	2

	PC13. Take corrective action for problems identified according to the company procedures	4	2	2
	PC14. Report/document problem and corrective action in an appropriate manner	4	2	2
	PC15. Monitor corrective action	4	2	2
	PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	4	2	2
	PC17. Ensure that corrective action selected is viable and practical	4	2	2
	PC18. Ensure that correct solution is identified to an identified problem	4	2	2
	PC19. Take corrective action for problems identified according to the company procedures	4	2	2
	PC20. Ensure that no delays are caused as a result of failure to take necessary action	4	2	2
	PC21. Escalate problem as per laid down escalation matrix	2	2	0
	PC22. Escalate the problem within stipulated time	2	2	0
	PC23. Escalate the problem in an appropriate manner	2	2	0
	PC24. Ensure that no delays are caused as a result of failure to escalate problems	2	2	0
		100	60	40



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