

Model Curriculum

Mill Operator

SECTOR: Rubber
SUB-SECTOR: Tyre and Non-Tyre
OCCUPATION: Mixing
REF ID: RSC/ Q 0101, 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: 'Mill Operator' QP No. 'RSC/ Q0101
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

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Mill Operator

CURRICULUM/SYLLABUS

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

Program Name	Mill Operator		
Qualification Pack Name & Reference ID. ID	RSC/ Q 0101		
Version No.	1.0	Version Update Date	As per QP
Pre-requisites to Training	Preferred 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 mixing mill and accessories • Mix raw material in mixing mill to prepare rubber compound • Undertake post mixing mill 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 0101” 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 Mill Operator 	Laptop, white board, marker, projector
2	Prepare mixing mill and accessories Theory 28 hours Practical 50 hours Corresponding NOS RSC/ N0101	<ul style="list-style-type: none"> Ensure functioning of safety features of mixing mill (e.g. safety pad, safety bar) and other accessories Ensure that the mixing mill is clean Set parameters for the equipment (mixing cycle time, roll temperature and nip gap) , as per company's SOP Keep all accessories (like cooling water, hydraulic system, temperature control unit (TCU), lubrication system) and stock blender (if available) ready Keep all hand tools like mixing knife, cooling rack etc. ready Ensure availability of pre-weighed, approved rubber and other ingredients to be fed as per recipe and batch size Ensure that raw material to be fed is approved by laboratory as per SOP Match the batch code of each raw material with the batch code on the job schedule given by the planning department Ensure that all raw materials have been assembled/organized (in correct sequence, as per SOP) to be fed into mixing mill Ensure housekeeping and safety in the Mixing mill area Ensure that electrical devices that may be exposed to carbon black dust are sealed. Periodically blow the electrical devices with clean/dry compressed air. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters within limits as per SOP Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses etc.) Comply with health, safety, environment guidelines, regulations etc. in accordance with international/national standards or organizational SOP 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber mixing mill of size 30cm x 75 cm or higher, accessory equipment and tools, Lab model rubber processing equipment such as mill, extruder, calendar, press, mould etc. , Samples of rubber compounding ingredients

<p>3</p>	<p>Mix raw material in mixing mill to prepare rubber compound</p> <p>Theory 35 hours</p> <p>Practical 55 hours</p> <p>Corresponding NOS RSC/ N0102</p>	<ul style="list-style-type: none"> • Handle the rubber compound to avoid contamination • Ensure that batch size of rubber mix is as per company's SOP • Ensure that identified & approved materials are used. • Ensure that the sequence in shift is based on raw material availability to maximize output • Add rubber and other ingredients in the mixing mill in the specified quantity add sequence as per company's SOP • Receive mixed batch dumped from intermix on the mill and form sheet. <ul style="list-style-type: none"> • Allow the entire compound to pass through the nip gap of the rolls. • Form a band on the front roll. • Cut the compound and re-roll for at least three times. • Pass the compound over the blender bar for better cooling and blending. • Let out compound from mill in continuous sheet form and pass through cooling festoon and wig wag for stacking. • Check and adjust cooling water flow rate as per SOP • Ensure proper rolling bank while mixing • Use stock blender, if available for better dispersion • Control mixing process and completion as per SOP (temperature or time or energy as programmed / specified) • Identify the batch as per SOP • Ensure maturation time for Master batch and Final batch before next usage • Ensure housekeeping and safety in the Mixing mill area • Ensure that the electrical devices that may be exposed to carbon black dust are sealed. • Periodically blow the electrical devices with clean/dry compressed air. • Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits as per SOP. • Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses etc) • Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP. 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber mixing mill of size 30cm x 75 cm or higher, accessory equipment and tools, Lab model rubber processing equipment such as mill, extruder, calendar, press, mould etc. , Samples of rubber compounding ingredients</p>
<p>4</p>	<p>Undertake post mixing mill activities</p> <p>Theory 25 hours</p>	<ul style="list-style-type: none"> • Sheet off the compound followed by cooling • Ensure that no compound has been left inside in roller guides, stock blender and mill tray • Handover the equipment to the next operator in clean and good condition 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber mixing</p>

	<p>Practical 30 hours</p> <p>Corresponding NOS RSC / N 0103</p>	<ul style="list-style-type: none"> • Dispose waste material in safe manner as per company's SOP • 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, weight, colour, date stamp etc) • Send sample of specified compound/ batch in specified form to lab for testing • Send the remaining material to the designated storage area • Ensure that the electrical devices that may be exposed to carbon black dust are sealed. • Periodically blow the electrical devices with clean/dry compressed air. • Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits. • Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses etc) • Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP 	<p>mill of size 30cm x 75 cm or higher, accessory equipment and tools, Lab model rubber processing equipment such as mill, extruder, calendar, press, mould etc. , Samples of rubber compounding ingredients</p>
5	<p>Health and Safety Theory 15 Hours</p> <p>Practical 20 hours</p> <p>Corresponding NOS Bridge Module</p>	<ul style="list-style-type: none"> • Identify different methods of first aid. • Perform first aid. • Understand CPR. • Perform CPR in case of emergency. 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, CPR Mannequin, First Aid Kit</p>
6	<p>House Keeping 05 Hours</p> <p>Practical 10 hours</p> <p>Corresponding NOS RSC/N5001</p>	<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 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber mixing mill of size 30cm x 75 cm or higher, accessory equipment and tools, Lab model rubber processing equipment such as mill, extruder, calendar, press, mould etc. , Samples of rubber compounding ingredients, cleaning chemicals and tools</p>

		<ul style="list-style-type: none"> • 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 difficulties in carrying out your work • 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	Reporting and Documentation 02 Hours Practical 05 hours Corresponding NOS RSC/N5002	<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 	Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, reporting formats, registers, files

<p>8</p>	<p>Quality Checks 05 Hours</p> <p>Practical 10 hours</p> <p>Corresponding NOS RSC/N5003</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 standards • 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>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer. Rubber mixing mill of size 30cm x 75 cm or higher, accessory equipment and tools, Lab model rubber processing equipment such as mill, extruder, calendar, press, mould etc. , Samples of rubber compounding ingredients</p>
<p>9</p>	<p>Problem Identification and Escalation 08 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 	<p>Power point presentation, LCD projector, Computer, LCD screen, white board, marker, pointer, reporting formats, registers</p>

		<ul style="list-style-type: none"> • Ensure that corrective action selected is viable and practical • Ensure that correct solution is identified to an identified problem • 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 10 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: “Mill Operator” mapped to Qualification Pack: “RSC/Q0101 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/Q0101 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 Qualifications	Any Graduate preferably in rubber or polymer
4a	Domain Certification	Certified for Job Role: “ <u>Mill Operator</u> ” mapped to QP: “ <u>RSC/Q0101</u> ”. 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 Mill Operator	
Job Role	Mill Operator
Qualification Pack	RSC/Q 0101 Version 1.0
Sector Skill Council	Rubber

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

		Marks Allocation		
Assessable Outcome	Assessment Criteria	Total	Theory	Practical
1. RSC/ N 0101 (Prepare mixing mill and accessories)	PC1. Ensure functioning of safety features of mixing mill (e.g. safety pad, safety bar) and other accessories	4	4	0
	PC2. Ensure that the mixing mill is clean	4	4	0
	PC3. Set parameters for the equipment (mixing cycle time, roll temperature and nip gap) , as per company's SOP	14	4	10
	PC4. Keep all accessories (like cooling water, hydraulic system, temperature control unit (TCU), lubrication system) and stock blender (if available) ready	4	4	0
	PC5. Keep all hand tools like mixing knife, cooling rack etc. ready	3	3	0
	PC6. Ensure availability of pre-weighed, approved rubber and other ingredients to be fed as per recipe and batch size	9	4	5
	PC7. Ensure that raw material to be fed is approved by laboratory as per SOP	8	3	5
	PC8. Match the batch code of each raw material with the batch code on the job schedule given by the planning department	9	3	6
	PC9. Ensure that all raw materials have been assembled/organized (in correct sequence, as per SOP) to be fed into mixing mill	9	3	6
	PC10. Ensure housekeeping and safety in the Mixing mill area	3	3	0
	PC11. Ensure that electrical devices that may be exposed to carbon black dust are sealed.	3	3	0
	PC12. Periodically blow the electrical devices with clean/dry compressed air.	3	3	0
	PC13. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters within limits as per SOP	9	3	6
	PC14. Adhere to all safety norms (like wearing protective gloves, shoes, Safety Glasses, etc.)	9	3	6
	PC15. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP	9	3	6
		100	50	50
2. RSC/ N0102 (Mix raw	PC1. Handle the rubber compound to avoid contamination	3	3	0

<u>material in mixing mill to prepare rubber compound)</u>	PC2. Ensure that batch size of rubber mix is as per company's SOP	0	0	0
	PC3. Ensure that identified & approved materials are used.	7	3	4
	PC4. Ensure that the sequence in shift is based on raw material availability to maximize output	7	3	4
	PC5. Add rubber and other ingredients in the mixing mill in the specified quantity and sequence as per company's SOP	7	3	4
	PC6. Receive mixed batch dumped from intermix on the mill and form sheet. a. Allow the entire compound to pass through the nip gap of the rolls. b. Form a band on the front roll. c. Cut the compound and re-roll for at least three times. d. Pass the compound over the blender bar for better cooling and blending. e. Let out compound from mill in continuous sheet form and pass through cooling festoon and wig wag for stacking.	25	10	15
	PC7. Check and adjust cooling water flow rate as per SOP	0	0	0
	PC8. Ensure proper rolling bank while mixing	8	3	5
	PC9. Use stock blender, if available for better dispersion	3	3	0
	PC10. Control mixing process and completion as per SOP (temperature or time or energy as programmed / specified)	5	2	3
	PC11. Identify the batch as per SOP	5	2	3
	PC12. Ensure maturation time for Master batch and Final batch before next usage	0	0	0
	PC13. Ensure housekeeping and safety in the Mixing mill area	3	3	0
	PC14. Ensure that the electrical devices that may be exposed to carbon black dust are sealed.	3	3	0
	PC15. Periodically blow the electrical devices with clean/dry compressed air.	3	3	0
	PC16. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits as per SOP.	7	3	4
	PC17. Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses etc)	7	3	4
	PC18. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP.	7	3	4
		100	50	50
3. RSC/ N0103 (Undertake	PC1. Sheet off the compound followed by	5	5	0

post mixing mill activities)	cooling			
	PC2. Ensure that no compound has been left inside in roller guides, stock blender and mill tray	5	5	0
	PC3. Handover the equipment to the next operator in clean and good condition	4	4	0
	PC4. Dispose waste material in safe manner as per company's SOP	4	4	0
	PC5. 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 etc)	25	5	20
	PC6. Send sample of specified compound/ batch in specified form to lab for testing	4	4	0
	PC7. Send the remaining material to the designated storage area	5	0	5
	PC8. Ensure that the electrical devices that may be exposed to carbon black dust are sealed.	4	4	0
	PC9. Periodically blow the electrical devices with clean/dry compressed air.	4	4	0
	PC10. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits.	10	5	5
	PC11. Adhere to all safety norms (like wearing protective gloves, shoes, safety glasses etc)	15	5	10
	PC12. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational SOP	15	5	10
	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	0	0	0
	PC7. Display the appropriate signage for the work being conducted	10	5	5

	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	5	0	5
	PC12. Deal with accidental damage, if any, caused while carrying out the work	10	0	10
	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	8	3	5
	PC16. Ensure that no scrap material is lying around	8	3	5
	PC17. Maintain and store housekeeping equipment and supplies	8	3	5
	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	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	3	3	0
	PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	3	3	0
	PC23. Maintain schedules and records for housekeeping duty	3	3	0
	PC24. Replenish any necessary supplies or consumables	3	3	0
		100	65	35
5. RSC/ N5002 (To carry out reporting and documentation)	PC1. Report data/problems/incidents as applicable in a timely manner	20	10	10
	PC2. Report to the appropriate authority as laid down by the company	15	10	5
	PC3. Follow reporting procedures as prescribed by the company	15	10	5

	PC4. Identify documentation to be completed relating to one's role	5	5	0
	PC5. Record details accurately an appropriate format	10	10	0
	PC6. Complete all documentation within stipulated time according to company procedure	15	10	5
	PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	5	5	0
	PC8. Make sure documents are available to all appropriate authorities to inspect	0	0	0
	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	10	10	0
	PC10. Inform the appropriate authority of requests for information received	5	5	0
		100	75	25
6. RSC/ N5003 (To carry out quality checks)	PC1. Ensure that total range of checks are regularly and consistently performed	10	5	5
	PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	10	5	5
	PC3. Identify non-conformities to quality assurance standards	5	5	0
	PC4. Identify potential causes of non-conformities to quality assurance standards	10	5	5
	PC5. Identify impact on final product due to non-conformance to company standards	10	5	5
	PC6. Evaluating the need for action to ensure that problems do not recur	5	0	5
	PC7. Suggest corrective action to address problem	10	5	5
	PC8. Review effectiveness of corrective action	5	0	5
	PC9. Interpret the results of the quality check correctly	5	5	0
	PC10. Take up results of the findings with QC in charge/appropriate authority.	5	5	0
	PC11. Take up the results of the findings within stipulated time	5	5	0
	PC12. Record of results of action taken	5	5	0
	PC13. Record adjustments not covered by established procedures for future reference	5	5	0
	PC14. Review effectiveness of action taken	5	5	0
	PC15. Follow reporting procedures where the cause of defect cannot be identified	5	5	0

		100	65	35
7. RSC/ N5004 (To carry out problem identification and escalation)	PC1. Identify defects/indicators of problems	6	3	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	0	0	0
	PC5. Identify other operations that might be impacted by the problem	6	3	3
	PC6. Ensure that no delays are caused as a result of failure to escalate problems	3	3	0
	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	3	3	0
	PC8. Consider possible reasons for identification of problems	6	3	3
	PC9. Consider applicable corrections and formulate corrective action	6	3	3
	PC10. Formulate action in a timely manner	6	3	3
	PC11. Communicate problem/remedial action to appropriate parties	3	3	0
	PC12. Take corrective action in a timely manner	5	3	2
	PC13. Take corrective action for problems identified according to the company procedures	6	3	3
	PC14. Report/document problem and corrective action in an appropriate manner	5	5	0
	PC15. Monitor corrective action	2	2	0
	PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	3	3	0
	PC17. Ensure that corrective action selected is viable and practical	3	3	0
	PC18. Ensure that correct solution is identified to an identified problem	5	2	3
	PC19. Take corrective action for problems identified according to the company procedures	5	2	3
	PC20. Ensure that no delays are caused as a result of failure to take necessary action	6	3	3
	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	3	3	0
		100	65	35



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