

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY



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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- QA Supervisor

SECTOR: RUBBER INDUSTRY

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

OCCUPATION: Quality control

REFERENCE ID: RSC/ Q 0401

ALIGNED TO: NCO-2004/NIL

Brief Job Description: A QA Supervisor is responsible to supervise the functioning of the quality control inspectors in their designated areas.

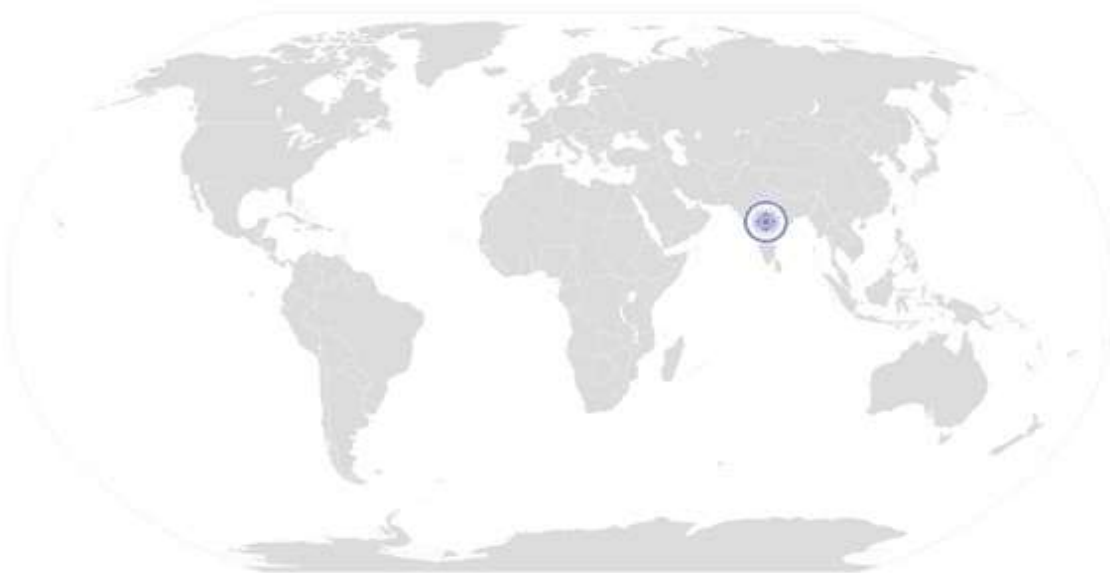
Personal Attributes: This job requires the individual to be analytical and a critical examiner. He should be able to concentrate well and get the tasks completed within the specified timelines. He should be smart enough to identify the quality issues and strict in order to maintain the quality standards. He should keep the team members motivated and well informed for adhering to quality control at all levels. He must encourage them to keep themselves updated with the new and emerging quality standards.

Job Details	Qualifications Pack Code	RSC/ Q 0401		
	Job Role	QA Supervisor		
	Credits(NSQF)	5	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Tyre and Non- tyre	Last reviewed on	02/12/14
	Occupation	Quality Control	Next review date	02/12/15
	NSQC Cleanace on	20/07/2015		

Job Role	QA Supervisor
Role Description	A QA Supervisor is responsible to supervise the functioning of the quality control inspectors in their designated areas.
NSQF level	5
Minimum Educational Qualifications*	XII/Diploma/ITI/Graduate in Science
Maximum Educational Qualifications*	Masters in Science
Training (Suggested but not mandatory)	Training on quality control procedures
Minimum Job Entry Age	18 years
Experience	Worked as QA technician/inspector for 5 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. RSC/ N 0404 (Supervise quality assurance at all the stages of production) 2. RSC/ N5001 (To carry out housekeeping) 3. RSC/ N5002 (To carry out reporting and documentation) 4. RSC/ N5003 (To carry out quality checks) 5. RSC/ N5004 (To carry out problem identification and escalation) Optional: NA
Performance Criteria	As described in the relevant OS units

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

National Occupational Standard



Overview

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

Unit Code	RSC / N 0404
Unit Title (Task)	Supervise quality assurance at all the stages of production
Description	This unit is about supervising quality assurance of rubber products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in the working area • Ensure that adequate trained QA inspectors are available • Ensure that QA standards are available in writing • Ensure that QA inspectors uses the standard certified tools • Ensure QA system compliance • Check QA analysis, interpretation, judgment and reports • Record Keeping
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Equipment readiness	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Ensure the set up of appropriate equipment/apparatus to be used for testing correctly as per ISO or any other International Standard and SOP</p> <p>PC2. Ensure that QA inspectors uses the standard certified tools such as needle and surface Pyrometer, Non contact pyrometer, measuring tape and protractor for checking</p> <p>PC3. Ensure that all the test equipments are duly calibrated and are operational</p> <p>PC4. Identify defective equipment/apparatus and take action as per SOP</p> <p>PC5. Ensure that maintenance schedule of the equipments is complied well</p>
Manpower Readiness	<p>PC1. Ensure that the QA inspectors are available to cover the shift</p> <p>PC2. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.</p> <p>PC3. Delegate the task and inform the team members well in time about the QA requirements</p> <p>PC4. Train the manpower for handling QA issues</p>
Quality Assurance	<p>PC1. Ensure QA inspectors conducts required mandatory process checks at each of his assigned unit/area</p> <p>PC2. Ensure QA checks the compliance of specification by the operators at their assigned areas</p>

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Supervise quality assurance at all the stages of production

	<p>PC3. Ensure that QA inspectors fills up the audit sheets in their allotted area of inspection</p> <p>PC4. Ensure that any violation of the specified conditions are reported to area supervisor and the product produced in that unit held up for Technical departments disposition</p> <p>PC5. Ensure that QA inspectors records the details of the checks made indicating the process detail , date , time, batch number, temperature, pressure readings as per the guidelines issued by technical on the process being checked</p> <p>PC6. Ensure QA system compliance</p> <p>PC7. Ensures strict compliance on technical specification and prevents off specification process is stopped till corrections are made</p> <p>PC8. Ensure that the product made during the wrong/incorrect process conditions are held up for technical department's disposition</p> <p>PC9. Follow up on QA violations with production supervision</p>
Recording and Reporting	<p>PC1. Record and maintain data as per company standards (SOP)</p> <p>PC2. Prepare a summary sheet of the shift performance of the QA inspectors under his supervision and indicates the assistance provided to QA inspectors and production management in resolving any issues affecting production</p> <p>PC3. Ensure that reports/records are accurate and clear</p> <p>PC4. Take up the results of the findings with supplier/appropriate authority.</p> <p>PC5. Inform concerned persons for rectifications, if needed in specified time limit</p>
Health & Safety	<p>PC1. Handle the equipments and products properly</p> <p>PC2. Conduct the quality checks wearing the appropriate attire and safety gears</p> <p>PC3. Precaution for dust / chemical inhaling and handling</p> <p>PC4. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: KA1. Company's quality policies and acceptance standards for raw materials, processed and final product. KA2. Organisational Coding system of raw material, compounds and products KA3. Different quality management systems

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its processes)	KA4. Principles of good quality assurance practices applicable in the workplace KA5. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA6. Importance of quality and damage checks KA7. Importance of identifying non-conforming products KA8. Risk and impact of not following defined procedures/work instructions KA9. Escalation matrix for reporting identified issues KA10. Types of documentation in organization and importance of the same KA11. Records to be maintained and implications of non-maintenance of the same KA12. Company manual and from where to attain it KA13. Importance of housekeeping and good shop floor practices KA14. Health, Safety and Environment guidelines, legislation and regulations as applicable KA15. Personal protection (Which protective equipment to be used and how) KA16. Impact of poor practices on health, safety and environment KA17. Potential hazards and actions to minimize the same KA18. Escalation matrix and escalation procedure for reporting hazards. KA19. Impact of various practices on cost, quality, productivity, delivery and safety KA20. Handover/ Takeover the equipment/ work area as per company's SOP KA21. Effective human resource management
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of chemistry, physics, mathematics and statistical quality control/assurance procedures KB2. Knowledge on different standard reference material for quality control. KB3. Processes and equipments in use for QA KB4. Critical items in process which can lead to bad product KB5. Relevant quality certifications such as ISO etc) KB6. Awareness of Shelf life procedures, both accelerated and real time ageing methods. KB1. Effect of wrong or incorrect process method being followed KB2. Effect of wrong product being booked on performance KB3. Different types of quality certification KB4. Role of different raw materials in compounding, processing/ product manufacturing and performance KB5. Use of Computer/application software KB6. Knowledge of rubber products manufacturing machine, testing, inspection, packing machines & its operations

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	<p>KB7. Knowledge of QA equipment and its handling</p> <p>KB8. Specifications of materials tested and its importance in the release system</p> <p>KB9. National/International standard quality test methods for different materials</p> <p>KB10. Implications (impact on internal/external customers) of defective products, materials or components.</p> <p>KB11. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents</p> <p>KB12. Methods and techniques involved in evaluating information</p> <p>KB13. Importance of proper record maintenance</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express the ideas, lodge complaints and give suggestions through effective written communication</p> <p>SA2. Write simple letters, mails, etc</p> <p>SA3. Perform functional and advanced mathematical and statistical operations and techniques such as estimation and approximation, for practical purposes</p> <p>SA4. Prepare and fill up schedules</p> <p>SA5. Maintain records in specified format in books and using computers</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB2. Read images, graphs, diagrams</p> <p>SB3. Understand the various coding systems as per company norms</p> <p>SB4. Understand quality standards and guidelines</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Effectively communicate through presentations</p> <p>SA2. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA3. Respond appropriately to any queries</p> <p>SA4. Communicate with all production supervisors and managers</p> <p>SA5. Communicate with other scheduler in case a process was stopped or a product was held up</p> <p>SA6. Communicate effectively with QC inspectors</p>	

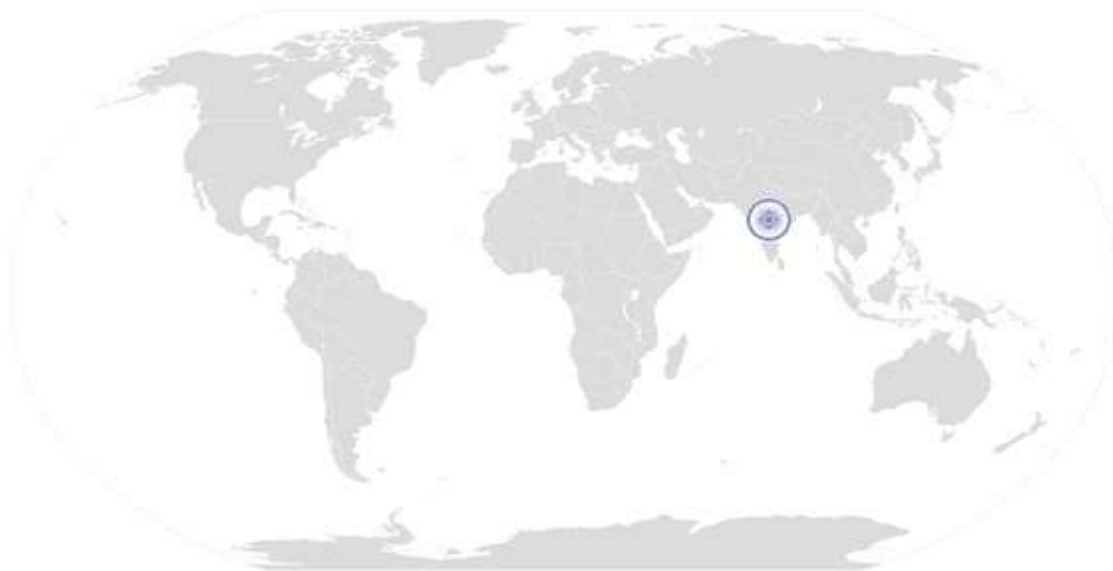
RSC / N 0404
Supervise quality assurance at all the stages of production

	<p>SA7. Demonstrate and stop wrong processing to continue and wrong product to escape to next stage processing</p> <p>SA8. Work in a team and other behavioral skills required to support the small group activities</p> <p>SA9. Disclose information only to those who have the right and need to know it.</p> <p>SA10. Communicate confidential and sensitive information discretely to authorized person as per SOP</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Practice honesty with respect to company property and time</p> <p>SB2. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB3. 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>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Take responsibility for completing one's own work assignment</p> <p>SB5. Take initiative to enhance/learn skills in ones's area of work</p> <p>SB6. 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>SB7. Is open to new ways of doing things</p> <p>SB8. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Avoid absenteeism</p> <p>SB10. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB11. Work in disciplined lab environment</p> <p>SB12. Be punctual</p>
<p>B. Professional Skills</p>	<p>Material and Equipment Handling</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle equipment/apparatus</p> <p>SB2. Handle rubber compound and products</p> <p>SB3. Complex sample components</p> <p>SB4. Perform computer operations</p> <p>SB5. Handling the coordination among team members</p>

RSC / N 0404

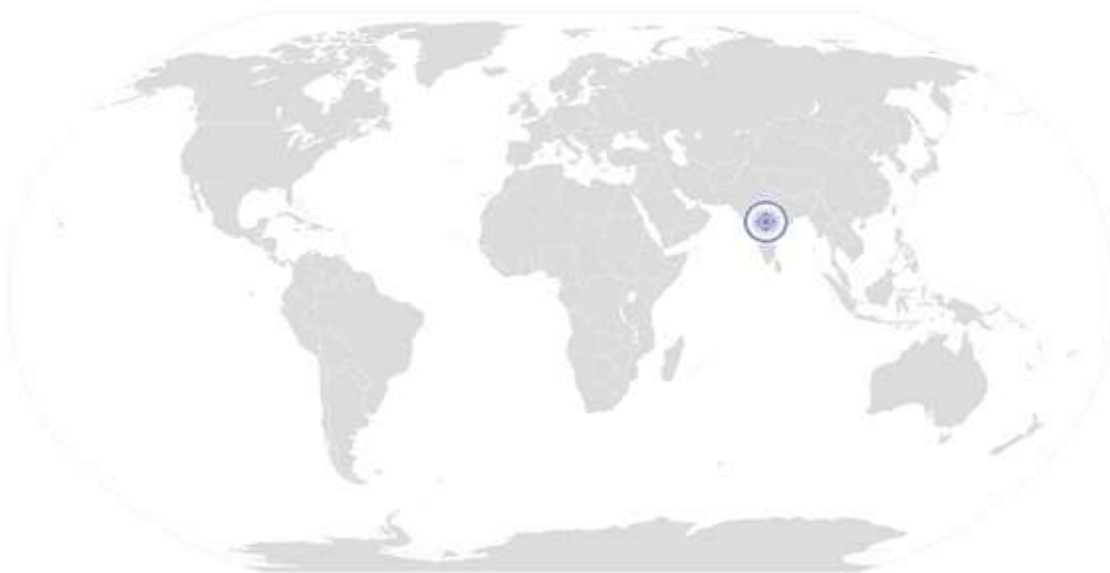
Supervise quality assurance at all the stages of production

	SB6. Report team members issues to HR department that is beyond his control
	Qualification centric
	SB7. Application of advance sciences and mathematics
	SB8. Application of statistics
	SB9. Use of computer/ application software
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Apply appropriate technique/method for various types of products to meet desired purpose</p> <p>SB11. Interpret data and analyse results</p> <p>SB12. Suggest improvements(if any) in process/product/materials based on results and experience</p>



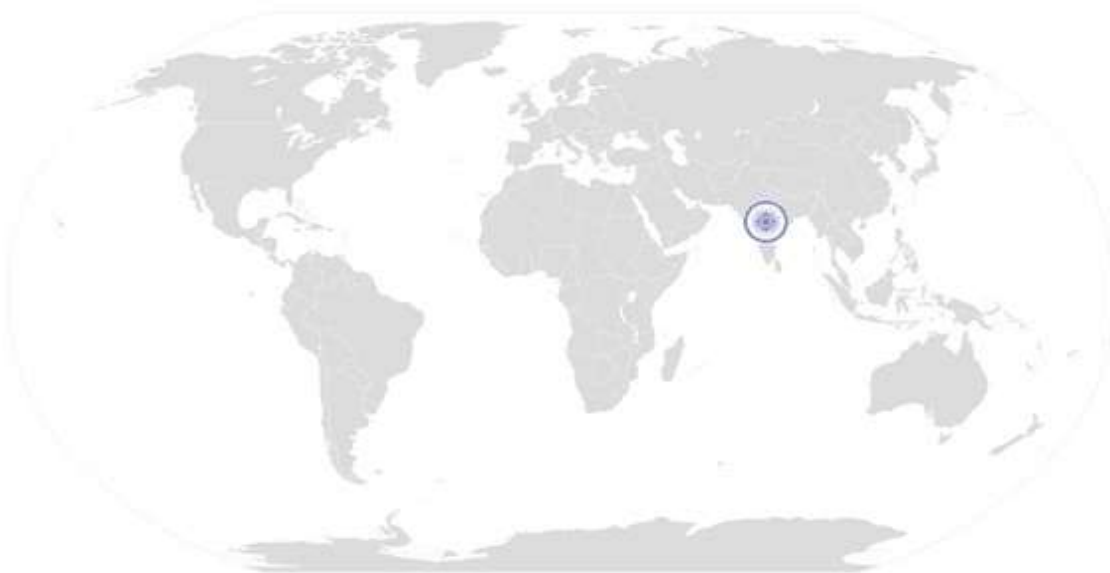
RSC / N 0404 Supervise quality assurance at all the stages of production
NOS Version Control

NOS Code	RSC / N 0404		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	02/12/14
Occupation	Quality Control	Next review date	02/12/15



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National Occupational Standard



Overview

This unit is about carrying out housekeeping

Carry Out Housekeeping Activities

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
Operations	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>

Carry Out Housekeeping Activities

<p>Post housekeeping activities</p>	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage PC16. Ensure that no scrap material is lying around PC17. Maintain and store housekeeping equipment and supplies PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored PC21. Dispose the waste garnered from the activity in an appropriate manner PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p>General</p>	<p>PC23. Maintain schedules and records for housekeeping duty PC24. Replenish any necessary supplies or consumables</p>
<p>Knowledge and Understanding (K)</p>	
<p>A.</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work KB2. How to inspect a work area to decide what cleaning it needs KB3. Methods and materials that used for cleaning variety of surfaces KB4. The types of cleansing agents that are not to be mixed together KB5. The correct method for cleaning equipment and/or machinery used during your work KB6. The importance of personal protective equipment KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used KB8. The correct sequence for cleaning the work area KB9. The time taken by the treatment to work KB10. The importance of following manufacturer's instructions on cleaning agents KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments KB12. The importance of applying treatments evenly and the effect of not doing this KB13. Process of cleaning the surfaces without causing injury or damage KB14. The method to check the treated surface and equipment on completion of cleaning KB15. Procedures for reporting any unidentified soiling</p>

Carry Out Housekeeping Activities

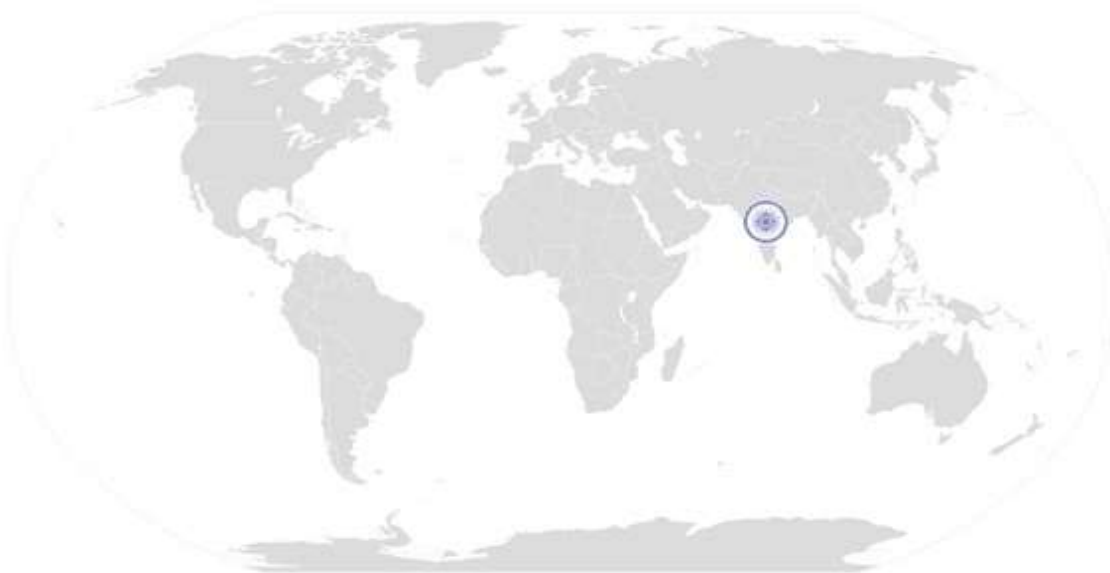
	<p>KB16. Procedures for disposing off waste KB17. Procedures for disposing off or storing personal protective equipment KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity
	<p>The user/individual on the job needs to know and understand how to:</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>
	Motivation

Carry Out Housekeeping Activities

	<p>The user/individual on the job needs to know and understand how to:</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>The user/individual on the job needs to know and understand how to:</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>

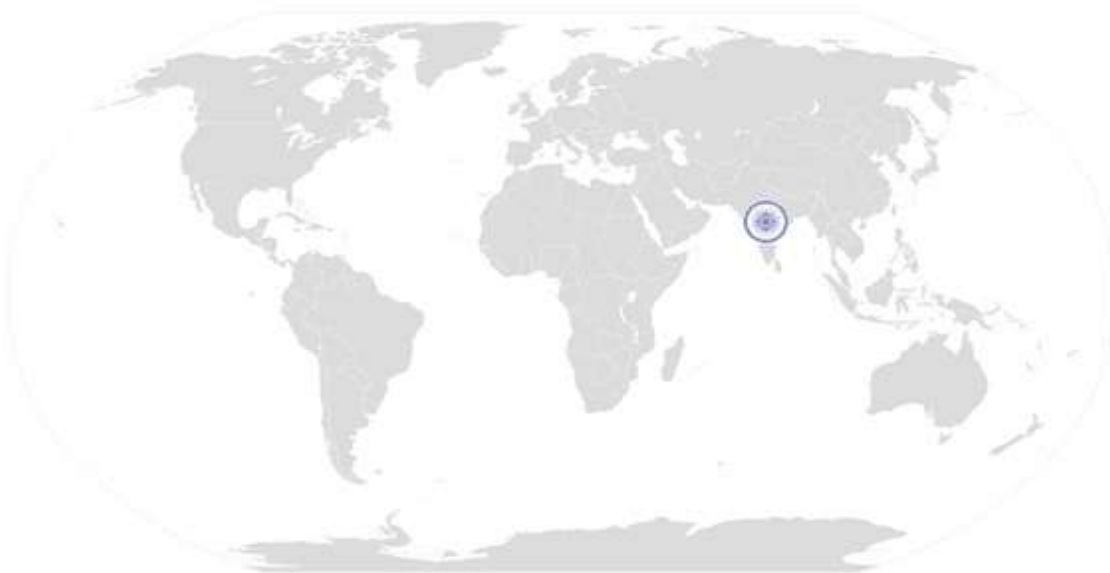


NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
Occupation	Quality Control	Next review date	14/06/15



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National Occupational Standard



Overview

This unit is about reporting and documentation

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <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	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
Recording and Documentation	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately an appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
Information Security	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</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>

To Carry Out Reporting And Documentation

	<p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity
<p>The user/individual on the job needs to know and understand how to:</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>	

To Carry Out Reporting And Documentation

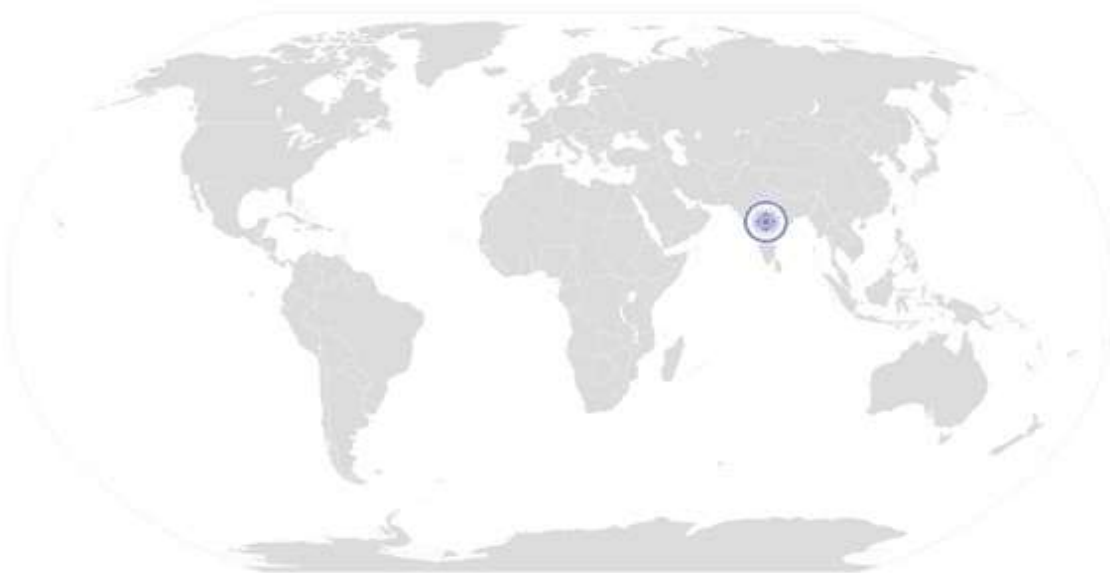
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings 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>
	Reliability
	<p>The user/individual on the job needs to know and understand how to:</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>



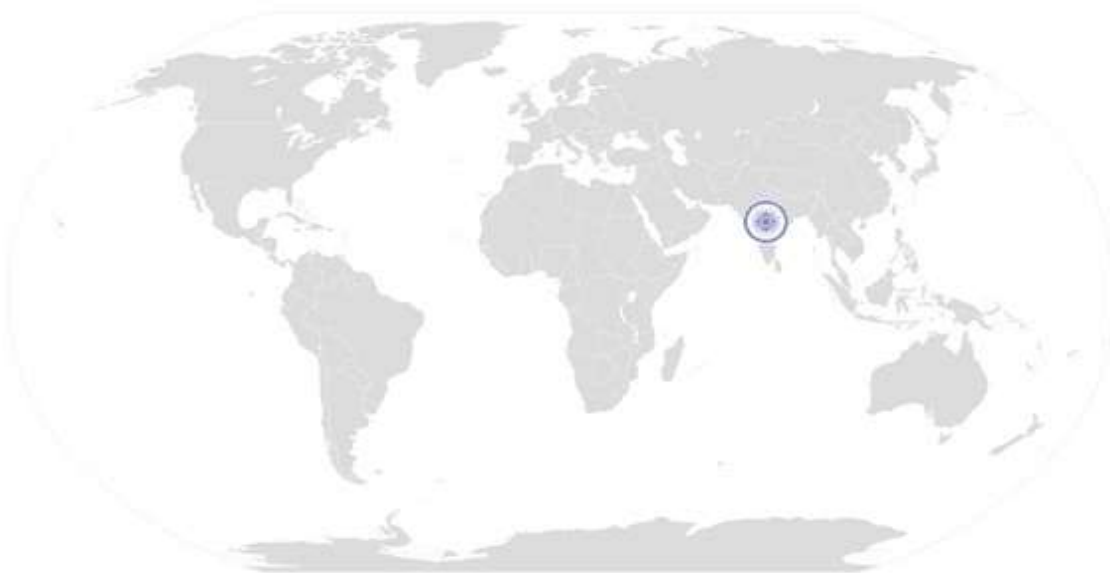
NOS Version Control

To Carry Out Reporting And Documentation

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
Occupation	Quality Control	Next review date	14/06/15


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National Occupational Standard



Overview

This unit is about carrying out quality checks

To Carry Out Quality Checks

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

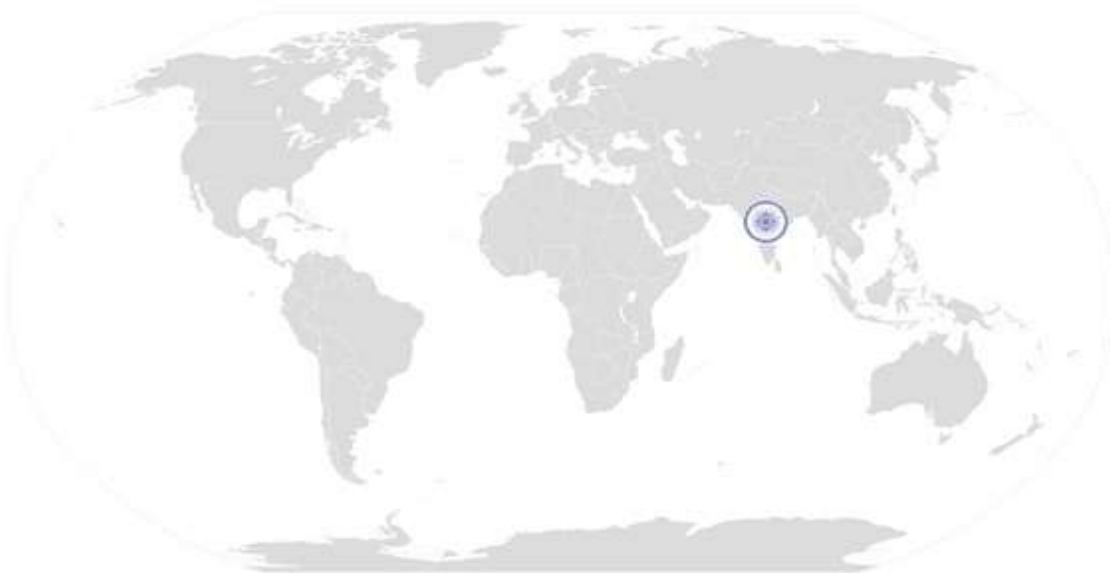
To Carry Out Quality Checks

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

To Carry Out Quality Checks

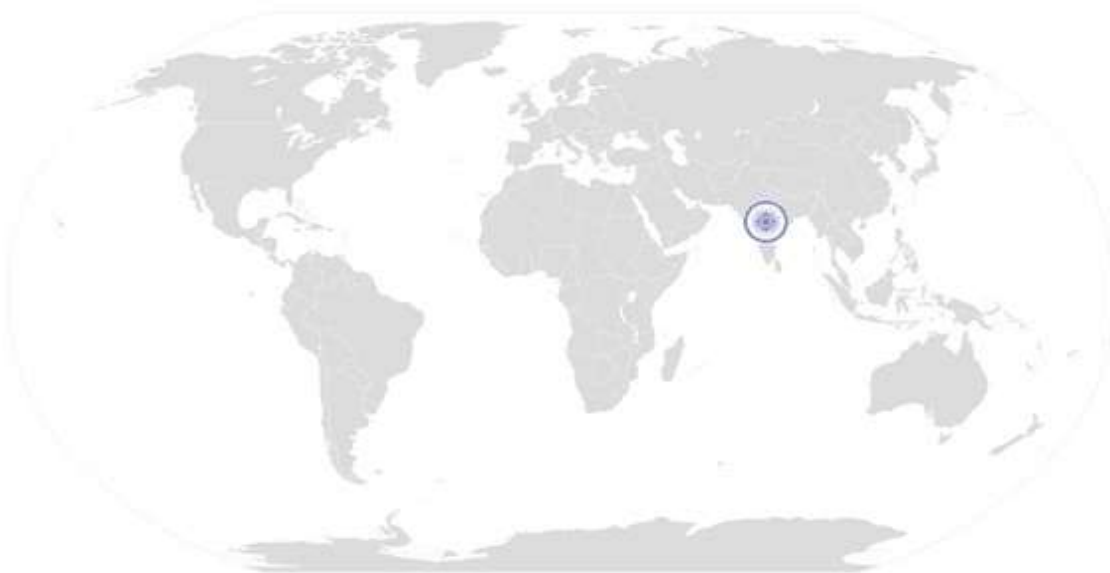
	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: 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
	The user/individual on the job needs to know and understand how to: 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

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
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National Occupational Standard



Overview

This unit is about problem identification and escalation

To Carry Out Problem Identification And Escalation

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify problems across: <ul style="list-style-type: none"> - Raw materials - Compounds - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems</p> <p>PC2. Identify any wrong practices that may lead to problems</p> <p>PC3. Identify practices that may impact the final product quality</p> <p>PC4. Identify if the problem has occurred before</p> <p>PC5. Identify other operations that might be impacted by the problem</p> <p>PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)</p> <p>PC8. Consider possible reasons for identification of problems</p> <p>PC9. Consider applicable corrections and formulate corrective action</p> <p>PC10. Formulate action in a timely manner</p> <p>PC11. Communicate problem/remedial action to appropriate parties</p> <p>PC12. Take corrective action in a timely manner</p> <p>PC13. Take corrective action for problems identified according to the company procedures</p> <p>PC14. Report/document problem and corrective action in an appropriate manner</p> <p>PC15. Monitor corrective action</p> <p>PC16. Evaluate implementation of corrective action taken to determine if the</p>

To Carry Out Problem Identification And Escalation

	<p>problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
<p>Problem Escalation</p>	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories(if applicable)</p> <p>KB3. The impact of operations on the user and equipment(if applicable)</p> <p>KB4. The impact of operations on the final product (if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as</p>

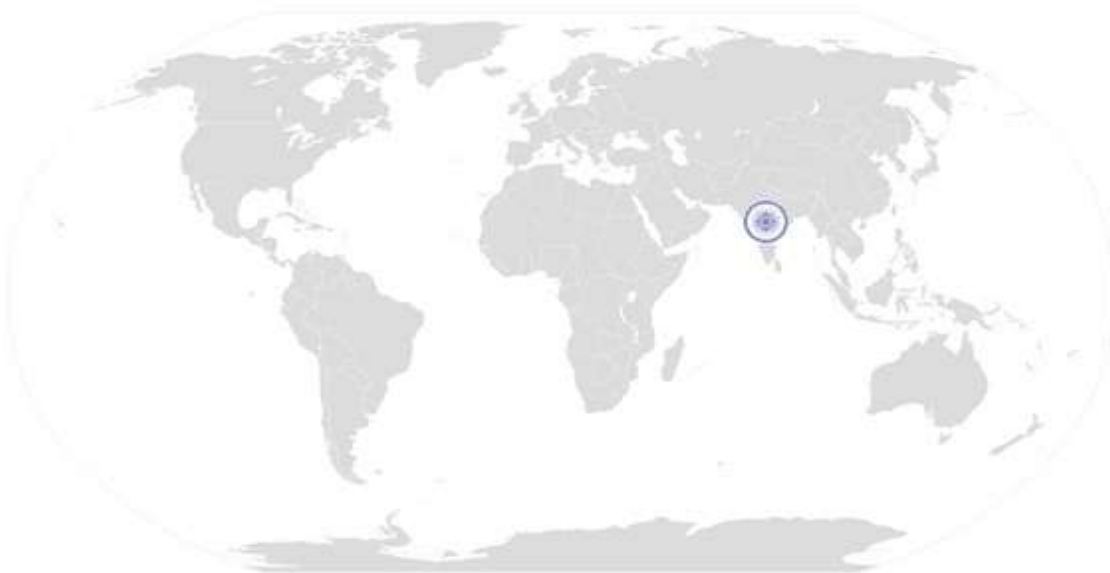
To Carry Out Problem Identification And Escalation

	estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity
	The user/individual on the job needs to know and understand how to: 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
	The user/individual on the job needs to know and understand how to: 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.
	Reliability
	The user/individual on the job needs to know and understand how to: 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

RSC / N 5004
To Carry Out Problem Identification And Escalation

NOS Version Control

NOS Code	RSC / N 5004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/14
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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role QA Supervisor
Qualification Pack RSC/ Q 0401
Sector Skill Council Rubber Skill Development Council

Guidelines for Assessment

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

			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theory	Practical
RSC / N 0404 Supervise quality assurance	Equipment readiness	PC1. Ensure the set up of appropriate equipment/apparatus to be used for testing correctly as per ISO or any other International Standard and SOP	10	0	6
		PC2. Ensure that QA inspectors uses the standard certified tools such as needle and surface Pyrometer, Non contact pyrometer, measuring tape and protractor for checking	2	2	0
		PC3. Ensure that all the test equipments are duly calibrated and are operational	9	3	6

of rubber products w.r.t materials procured, compounded, manufactured, inspected, packed and tested		PC4. Identify defective equipment/apparatus and take action as per SOP	12	4	8	
		PC5. Ensure that maintenance schedule of the equipments is complied well	1	1	0	
	Manpower Readiness		PC6. Ensure that the QA inspectors are available to cover the shift	1	1	0
			PC7. Arrange for the substitute in case of absenteeism of any team member due to any injury, accident, leave etc.	1	1	0
			PC8. Delegate the task and inform the team members well in time about the QA requirements	1	1	0
			PC9. Train the manpower for handling QA issues	1	1	0
			PC10. Ensure QA inspectors conducts required mandatory process checks at each of his assigned unit/area	2	0	2
	Quality Assurance		PC11. Ensure QA checks the compliance of specification by the operators at their assigned areas	3	0	3
			PC12. Ensure that QA inspectors fills up the audit sheets in their allotted area of inspection	8	0	8
			PC13. Ensure that any violation of the specified conditions are reported to area supervisor and the product produced in that unit held up for Technical departments disposition	2	2	0
			PC14. Ensure that QA inspectors records the details of the checks made indicating the process detail , date , time, batch number, temperature, pressure readings as per the guidelines issued by technical on the process being checked	11	3	8
			PC15. Ensure QA system compliance	4	0	4
			PC16. Ensures strict compliance on technical specification and prevents off specification process is stopped till corrections are made	5	2	3
			PC17. Ensure that the product made during the wrong/incorrect process conditions are held up for technical department's disposition	2	2	0
			PC18. Follow up on QA violations with production supervision	2	2	0
			PC19. Record and maintain data as per company standards (SOP)	6	0	6
	Recording and Reporting		PC20. Prepare a summary sheet of the shift performance of the QA inspectors under his supervision and indicates the assistance provided to QA inspectors and production management in resolving any issues affecting production	3	3	0
			PC21. Ensure that reports/records are accurate and clear	2	2	0
			PC22. Take up the results of the findings with supplier/appropriate authority.	1	1	0
			PC23. Inform concerned persons for rectifications, if needed in specified time limit	1	1	0

	Health & Safety	PC24. Handle the equipments and products properly	4	2	2
		PC25. Conduct the quality checks wearing the appropriate attire and safety gears	4	2	2
		PC26. Precaution for dust / chemical inhaling and handling	4	2	2
		PC27. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)	2	2	0
			104	40	60
RSC/N5001 To Carry Out Housekeep ing	Pre housekeepin g activities	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	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0
		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
	Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3	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
	Post housekeepin g activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets	8	2	6

		requirements			
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	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
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
RSC/N5002 To Carry Out Reporting And Documenta tion	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Documentati on	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10
		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
	Information Security	PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
		PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
			PC10. Inform the appropriate authority of requests for information received	6	6
			100	60	40
RSC/N5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	4	2
		PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
		PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
		PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
		PC7. Suggest corrective action to address problem	5	3	2
		PC8. Review effectiveness of corrective action	5	3	2

	Reporting	PC9. Interpret the results of the quality check correctly	4	4	0
		PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
		PC11. Take up the results of the findings within stipulated time	3	3	0
		PC12. Record of results of action taken	3	3	0
		PC13. Record adjustments not covered by established procedures for future reference	3	3	0
		PC14. Review effectiveness of action taken	2	2	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40
RSC/N5004 To Carry Out Problem Identificati on And Escalation	Problem Identification	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an 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
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1
		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
			100	70	30