

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- Stock/Component/Bead Preparation Supervisor

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Tyre

OCCUPATION: Stock/Component Preparation

REFERENCE ID: RSC/ Q 1105

ALIGNED TO: NCO-2004/NIL

Brief Job Description: A Stock/Component/Bead Preparation Supervisor is responsible to supervise the preparation of components (bands, bead bundles , breaker, chafer, ply ,gumstrips and squeegees) and he will follow the requirements of tyre building as per requirement of scheduler or tyre building supervisor. Preparation supervisor will ensure his department produce/prepares /assembles components as per the requirement.

Personal Attributes: This job requires the individual to have good leadership qualities. He should have strong reasoning and analytical mind set. He should be able to co-ordinate well with his team. He should be authoritative in delivering commands for work implementation. He should possess effective time management skill for getting the work done in a given time frame . He should keep the team members motivated for carrying out operations efficiently and learning new methods.

Qualifications Pack For Stock/Component/Bead Preparation Supervisor

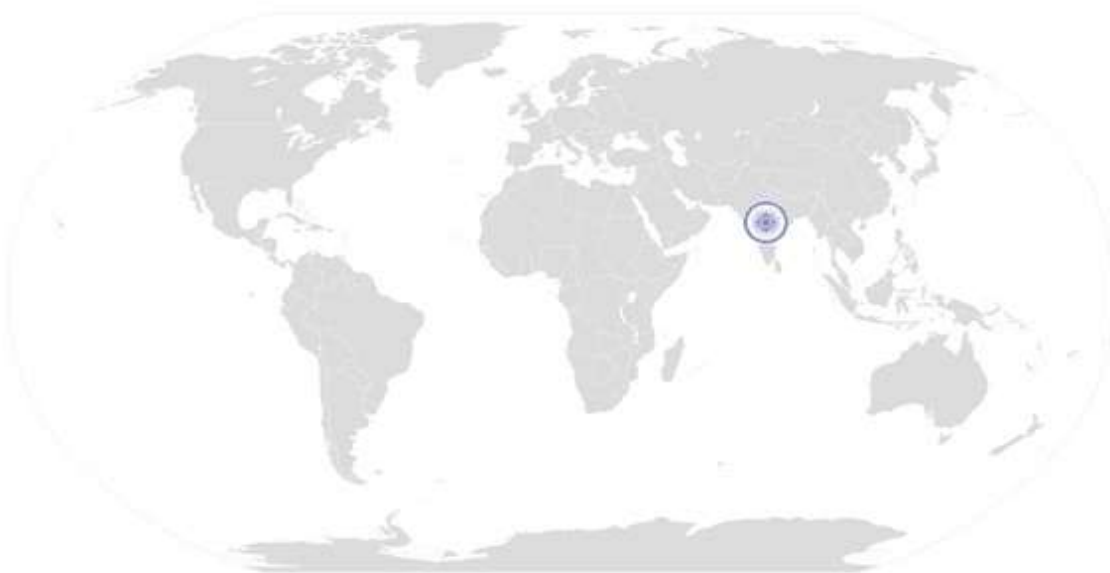
mJob Details	Qualifications Pack Code	RSC/ Q 1105		
	Job Role	Stock/Component/Bead Preparation Supervisor		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Tyre and Non- tyre	Last reviewed on	02/12/14
	Occupation	Stock/Component Preparation	Next review date	02/12/15
	NSQC Cleanace on	18/06/2015		

Job Role	Stock/Component/Bead Preparation Supervisor
Role Description	A Stock/Component/Bead Preparation Supervisor is responsible to supervise the preparation of components (bands, bead bundles , breaker , , chafer, ply ,gumstrips and squeegees) and he will follow the requirements of tyre building as per requirement of scheduler or tyre building supervisor . Preparation supervisor will ensure his department produce/prepares /assembles components as per the requirement.
NSQF level	5
Minimum Educational Qualifications*	XII/Diploma/ITI/Graduate in Science
Maximum Educational Qualifications*	Post Graduate in Science
Training (Suggested but not mandatory)	Training on latest techniques and human resource management
Minimum Job Entry Age	18 years
Experience	Worked as an operator for 4-5 years in the same field of operations
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/ N 1113 (Supervise the stock/component/bead preparation operations) RSC/ N 5001 (To carry out housekeeping) RSC/ N5002 (To carry out reporting and documentation) RSC/ N5003 (To carry out quality checks) RSC/ N5004 (To carry out problem identification and escalation) Optional: NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Stock/Component/Bead Preparation Supervisor

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 the preparation of stock/component/bead.

Supervise the stock/component/beam preparation operations

Unit Code	RSC / N 1113
Unit Title (Task)	Supervise the stock/component/beam preparation operations
Description	This unit is about supervising the preparation operations of stock/component/beam .
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in work area. • Ensure that tools, equipments and machines are well maintained and functioning properly • Ensure adequate trained operators are available for stock/component/beam preparation • Monitor the stock/component/beam preparation operations for availability of components of right quantity and at the right time • check if the components are OK to use or held up by QA/PA Arrange storing the various components at appropriate storage areas to facilitate the tyre building service men to pick up easily as per the requirement of tyre building • Ensure batch marking and maintain records • Ensure uninterrupted availability of components to tyre building • Make suitable amendments in schedule, with the help of scheduler and arrange preparation per revised schedule as and when any interruptions /emergency occurs
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. Keep a check on the working condition and the output of the machines producing the different components</p> <p>PC2. Organize for the equipments and safety items (gloves, masks etc) required during the production process by the operators and other team members</p> <p>PC3. Ensure all tools required for the operations are readily available</p> <p>PC4. Ensure regular checks are conducted for machines for accuracy and readiness for operation</p> <p>PC5. Identify defective equipment and take action as per SOP</p> <p>PC6. Arrange to provide hand tools and safety gears such as masks, gloves etc. for</p>

Supervise the stock/component/bead preparation operations

	<p>workers before starting the operation</p> <p>PC7. Comply with the maintenance schedule and ensure that maintenance programme of the presses are carried out on regular basis</p> <p>PC8. Ensure that the toe trucks. Jacks and any other transporting equipments used for the movement of materials are handy . safely operational</p>
<p>Material appropriateness</p>	<p>PC1. Ensure use of LAB released and OK material for component preparation</p> <p>PC2. Ensure quality check have been done and move off spec material /components from storage area to help up area for preventing any misuse</p> <p>PC3. Ensure only good quality components properly wrapped/wound / stored /covered and of required specifications are sent to tyre building</p> <p>PC4. Ensure availability of clean , wrinkle free specified liners are available for storing squeegees , gum strips</p> <p>PC5. Ensure clean books are available for storing apex strips</p>
<p>Operation</p>	<p>PC1. Instruct and support the operators engaged in production to produce the components as per the desired specifications and schedule and ensure to achieve the target on time</p> <p>PC2. Keep a check on the working condition of the machines producing the different components</p> <p>PC3. Check cleanliness and housekeeping in the area carrying out the production of components</p> <p>PC4. Monitor the procedure followed in components production</p> <p>PC5. Arrange to send the various components as per the requirement for tyre building</p> <p>PC6. Take action for any repair and maintenance requirement –Arrange for any immediate maintenance help and organize for major overhauls during weekends /shutdowns</p> <p>PC7. Ensure that all components are identified properly with details of code, colour code markings , date and shift of production</p> <p>PC8. Store stocks/componentst in such a way FIFO is easily followed by tyre building</p> <p>PC9. Comply with the maintenance schedule and ensure that maintenance programme of the machines is carried out on regular basis</p> <p>PC10. Ensure all the off spec/poor quality components are moved to rework area</p>
<p>Record Maintenance and Reporting</p>	<p>PC1. Update the production sheet with the details output, downtimes, units produced of each component produced in preparation; also mention the corrective actions taken to overcome delays</p>

Supervise the stock/component/bead preparation operations

	<p>PC2. Maintain records of components produced/prepared in the department</p> <p>PC3. Paper /computer documents must be complete and traceable in all respect</p> <p>PC4. Records of the team members for work done, availability in shift, working hours etc</p>
<p>Material Disposal</p>	<p>PC5. Ensure to get the waste material disposed off as per waste disposal/work away procedures laid down by the technical department</p> <p>PC6. Ensure all held up stock are disposed off daily to free liners, books, pin trucks, band trucks for fresh stock winding / storing</p>
<p>Health & Safety</p>	<p>PC11. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes).</p> <p>PC12. Arrange for hospitalization in case of accident</p> <p>PC13. Manage first aid, general medication etc. of the team members</p> <p>PC14. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department</p> <p>PC15. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools, equipments, machines and components.</p> <p>KA2. Company's quality policies and acceptance standards for raw materials, processed and final product.</p> <p>KA3. Organisational Coding system of raw material, compounds and products</p> <p>KA4. Importance of identifying non-conforming samples.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions.</p> <p>KA6. Escalation matrix for reporting identified problems.</p> <p>KA7. Types of documentation in organization and importance of the same.</p> <p>KA8. Records to be maintained and the implications of their non-maintenance.</p> <p>KA9. Importance of housekeeping activities.</p> <p>KA10. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA11. Personal and Personnel protection (which protective equipment to be used and how).</p> <p>KA12. Impact of poor practices on health, safety and environment.</p> <p>KA13. Importance of FIFO</p> <p>KA14. Potential hazards and actions to minimize them.</p> <p>KA15. The escalation matrix and procedures for reporting hazards.</p> <p>KA16. Impact of various practices on cost, quality, productivity, delivery and safety.</p>

Supervise the stock/component/bead preparation operations

	KA17.Importance of optimal utilization of material, equipment and manpower.
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Operations of different type of machines and equipments used in component production</p> <p>KB2. Knowledge of parameters setting for achieving desired dimensions of various components</p> <p>KB3. Know the technique to obtain correct dimensions of components</p> <p>KB4. Effect of wrong and off spec component usage on tyre building</p> <p>KB5. Proper understanding of component specs in tyre building</p> <p>KB6. Knowledge of different storage material and their appropriate usage(Liners, liner tyupes, books ,polyethylene sheets etc)</p> <p>KB7. Know the importance of loss of tack in components due to poorly wound materials</p> <p>KB8. Effect of improper processing on the tyre building</p> <p>KB9. Handling of transportation of components through trolleys, pin trucks, Book, band trucks, ply rolls</p> <p>KB10. Effective time and human resource management</p> <p>KB11. Knowledge of latest digital equipments in use for setting different parameters</p> <p>KB12. Knowledge of latest machinery in use</p> <p>KB13. The process and importance of quality checks.</p> <p>KB14. Types of defects leading to rejections and their indicators, reasons and possible solutions.</p> <p>KB15. Potential problems in component preparation operations</p> <p>KB16. Importance of meeting schedules</p> <p>KB17. Implications of delay in operations</p> <p>KB18. Implications of non-confirming product preparation</p> <p>KB19. Importance of maintaining efficiency and attain scheduled target shift wise</p> <p>KB20. Implications of not meeting the requirement of the other departments in timely manner</p> <p>KB21. Response to emergencies e.g. Power failures, fire and system failures and manual intervention to avoid disaster mportance of record maintenance</p> <p>KB22. Effective communication at different levels</p> <p>KB23. Record track of team members</p> <p>KB24. Knowledge of improper wind up temperatures and its eeffect on tyre building and performance during curing and or service in the field</p> <p>KB25. Implications of incorrect batch marking.</p> <p>KB26. Implications of inappropriate waste disposal.</p> <p>KB27. Coding systems for identification and traceability.</p> <p>KB28. Knowledge of the storage life of prepared component, ambient temperature and its effect on final product.</p> <p>KB29. Removal of waste material and downgraded material from each areas</p>

Supervise the stock/component/bead preparation operations

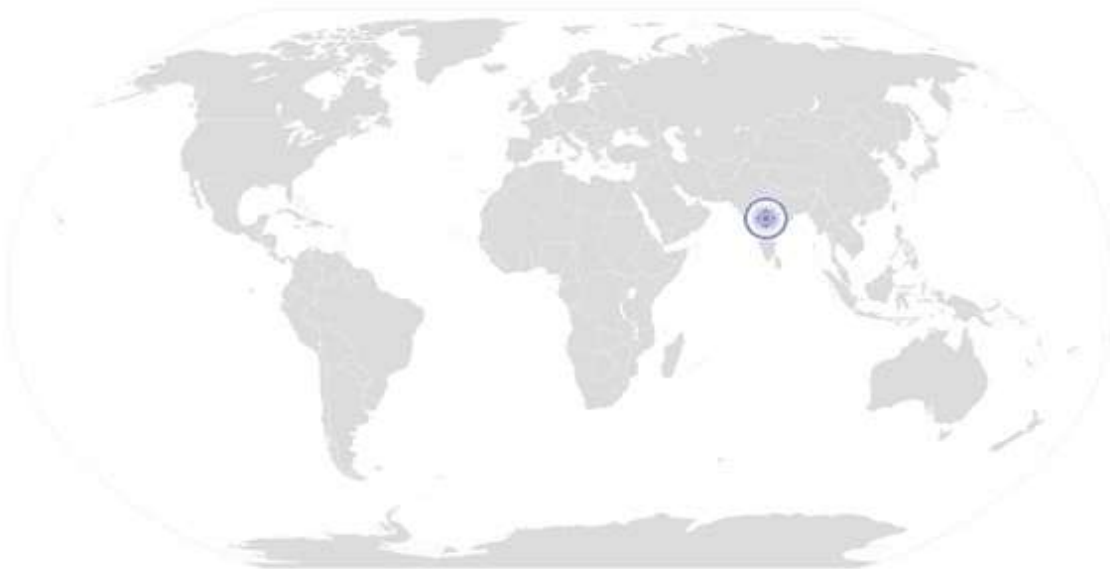
	operations to concerned places
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Express the ideas, lodge complaints and give suggestions through effective written communication. SA2. Fill up appropriate activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional and advanced mathematical and statistical operations and techniques such as estimation and approximation, for practical purposes SA5. Prepare and fill up schedules SA6. Write performance reports SA7. Maintain records in specified format in books and using computers
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA8. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA9. Read images, graphs, diagrams SA10. Understand the various coding systems as per company norms SA11. Understand procedural guidelines SA12. Interpret and understand lab testing reports
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA13. Express statements, opinions or information clearly so that others can hear and understand SA14. Respond appropriately to any queries SA15. Communicate with operators and labourers SA16. Communicate with other job owners such as tyre building supervisor, quality control and lab supervisor SA17. Communication with his/her manager SA18. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities.
	Integrity
	The user/individual on the job needs to know and understand how to: SA19. Practice honesty with respect to company property and time SA20. Communicate with people in a form and manner and using language that is open and respectful SA21. Resolve any difficulties in relationships with colleagues, or get help from an

Supervise the stock/component/bead preparation operations

	<p>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>SA22. Take responsibility for completing one's own work assignment and the work under supervision</p> <p>SA23. Take initiative to enhance/learn skills in ones's area of work</p> <p>SA24. 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>SA25. Is open to new ways of doing things</p> <p>SA26. 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>SA27. Avoid absenteeism</p> <p>SA28. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA29. Work in disciplined factory environment</p> <p>SA30. Be punctual</p>
<p>B. Professional Skills</p>	<p>Material, Equipment and Manpower Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle associated machines and equipments</p> <p>SB2. Handle packing materials such as liners, books</p> <p>SB3. Handling equipments for transportation of stock and components within department</p> <p>SB4. Handling of components and digital equipments</p> <p>SB5. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p> <p>SB6. Handling the coordination among team members</p> <p>SB7. Report team members issues to HR department that is beyond his control</p>
	<p>Subject Knowledge and Analytical Thinking</p>

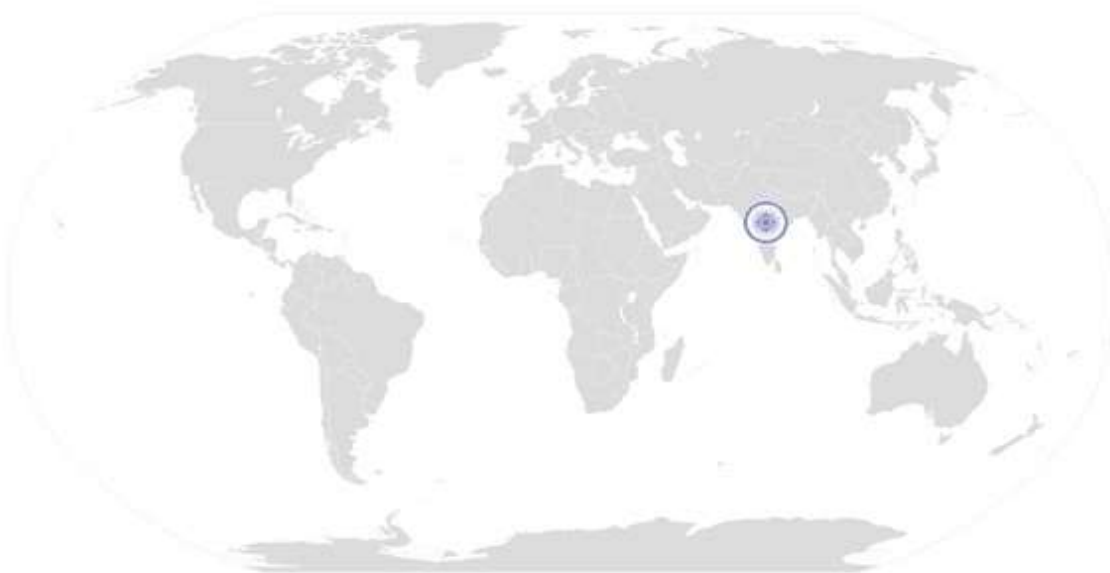
Supervise the stock/component/bead preparation operations

	<p>The user/individual on the job needs to have:</p> <ul style="list-style-type: none">SB8. Thorough knowledge of physics, chemistry, mathematics and electronicsSB9. Knowledge of GMPs, SOPs and quality standards <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB10. Diagnose common problems in the components based on visual inspection and quality checksSB11. Suggest improvements(if any) in process based on experienceSB12. Manage time and human resource effectivelySB13. Ability to provide for training to team membersSB14. Handling emergency situations effectively
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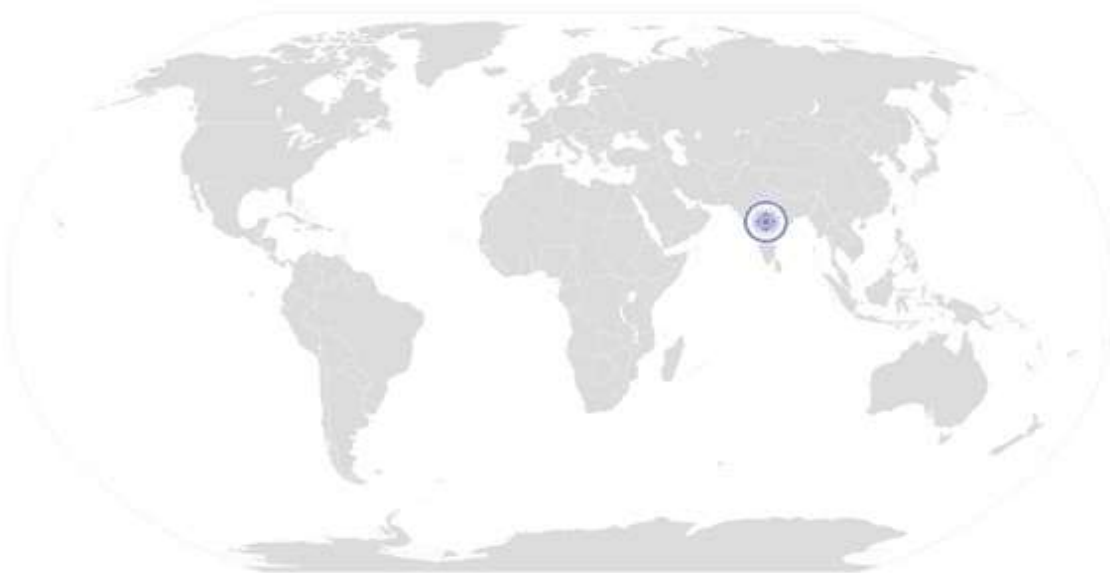
Supervise the stock/component/bead preparation operations
NOS Version Control

NOS Code	RSC / N 1113		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre	Last reviewed on	02/12/14
Occupation	Stock/Component Preparation	Next review date	02/12/15



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National Occupational Standard



Overview

This unit is about carrying out housekeeping

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>
Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p>

Carry Out Housekeeping Activities

	<p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p>General</p>	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Technical Knowledge</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</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>

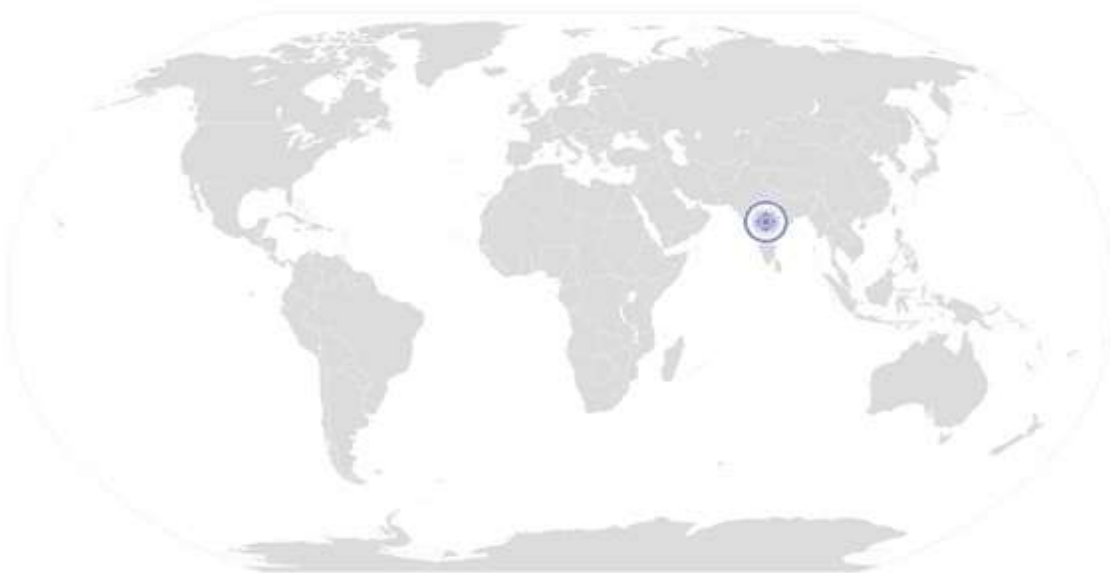
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading 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.

Carry Out Housekeeping Activities

	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 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre	Last reviewed on	14/06/14
Occupation	Stock/component preparation	Next review date	14/06/15



National Occupational Standard



Overview

This unit is about reporting and documentation

To Carry Out 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 in 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</p>

To Carry Out Reporting And Documentation

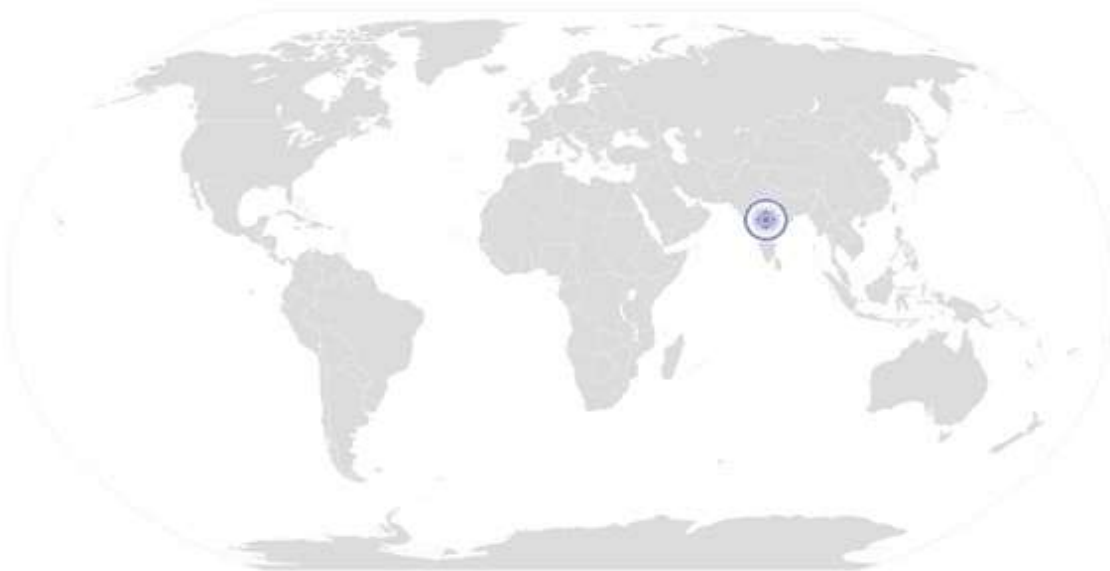
	<p>timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>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	

To Carry Out Reporting And Documentation

	<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>
	<p>Motivation</p>
	<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>

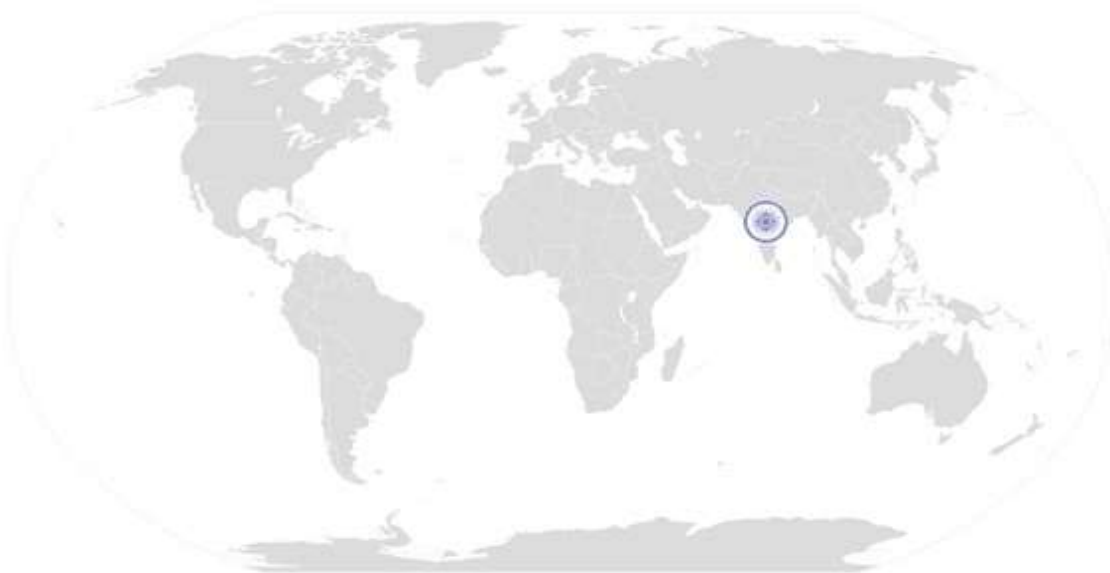
NOS Version Control

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	Stock/component preparation	Next review date	14/06/15



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National Occupational Standard



Overview

This unit is about carrying 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>	

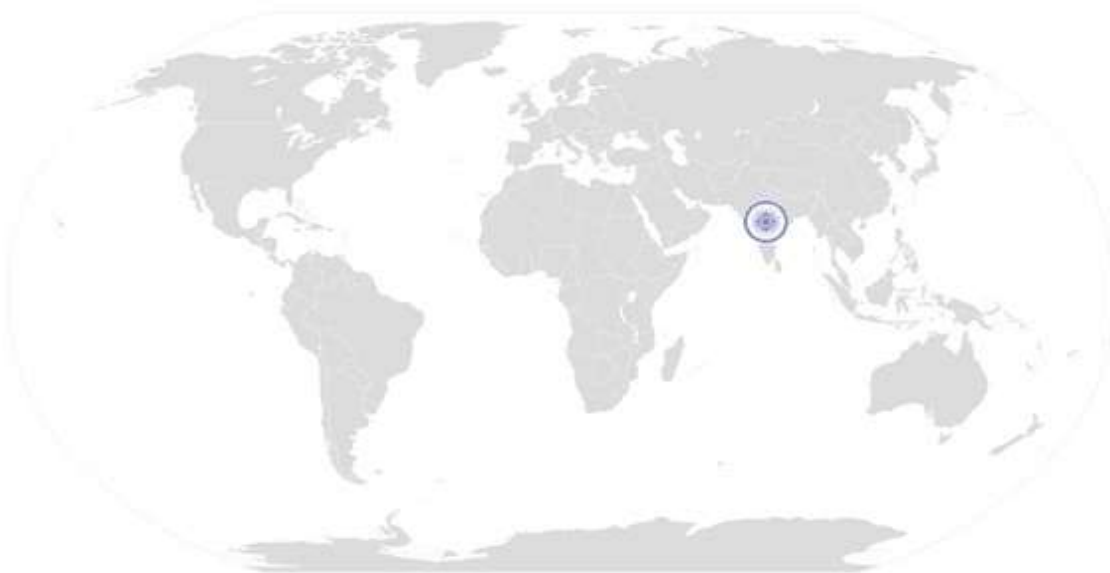
To Carry Out Quality Checks

	Integrity
	<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
	<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>

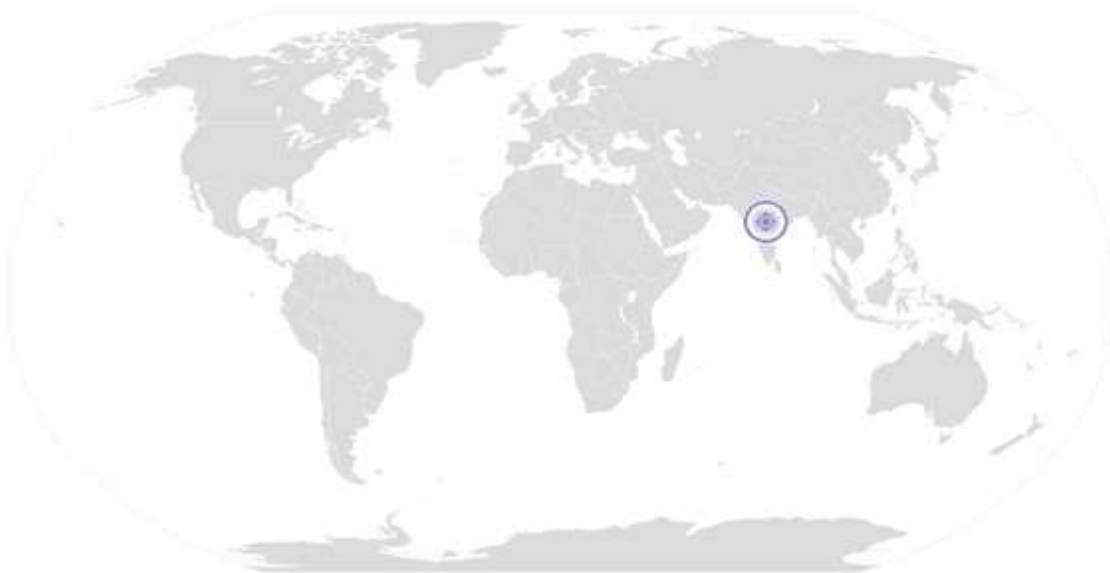
NOS Version Control

To Carry Out Quality Checks

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
Occupation	Stock/component preparation	Next review date	14/06/15


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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 PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the</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>

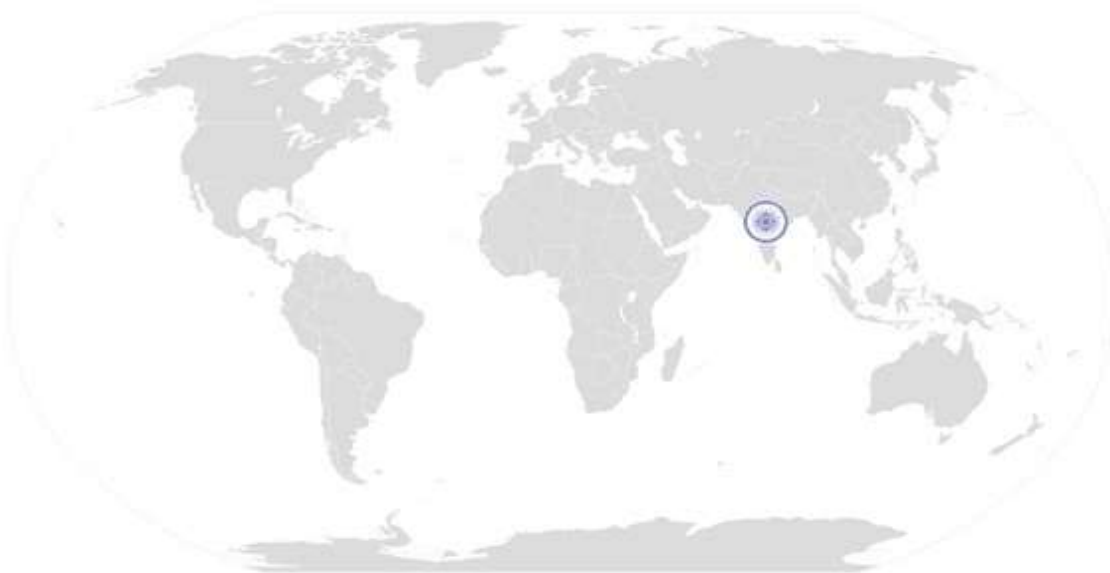
To Carry Out Problem Identification And Escalation

	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		
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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 Stock/Component/Bead Preparation Supervisor

Qualification Pack RSC/ Q 1105

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 1113 Supervise the stock/comp	Equipment readiness	PC1. Keep a check on the working condition and the output of the machines producing the different components	1	1	0
		PC2. Organize for the equipments and safety items (gloves, masks etc) required during the production process by the operators and other team members	2	2	0
		PC3. Ensure all tools required for the operations are readily available	3	0	3

onent/bead preparation operations		PC4. Ensure regular checks are conducted for machines for accuracy and readiness for operation	2	2	0	
		PC5. Identify defective equipment and take action as per SOP	13	4	9	
		PC6. Arrange to provide hand tools and safety gears such as masks, gloves etc. for workers before starting the opeartion	2	2	0	
		PC7. Comply with the maintenance schedule and ensure that maintenance programme of the presses are carried out on regular basis	2	2	0	
		PC8. Ensure that the toe trucks. Jacks and any other transporting equipments used for the movement of materials are handy . safely operational	2	2	0	
	Material appropriateness		PC9. Ensure use of LAB released and OK material for component preparation	2	0	2
			PC10. Ensure quality check have been done and move off spec material /components from storage area to hels up area for preventing any misuse	4	0	4
			PC11. Ensure only good quality components properly wrapped/wound / stored /covered and of required specifications are sent to tyre building	2	2	0
			PC12. Ensure availability of clean , wrinkle free specified liners are available for storing squeegees , gum strips	4	0	4
			PC13. Ensure clean books are available for storing apex strips	2	0	2
	Operation		PC14. Instruct and support the operators engaged in production to produce the components as per the desired specifications and schedule and ensure to achieve the target on time	2	2	0
			PC15. Keep a check on the working condition of the machines producing the different components	6	0	6
			PC16. Check cleanliness and housekeeping in the area carrying out the production of components	3	0	3
			PC17. Monitor the procedure followed in components production	4	0	4
			PC18. Arrange to send the various components as per the requirement for tyre building	2	2	0
			PC19. Take action for any repair and maintenance requirement –Arrange for any immediate maintenance help and organize for major overhauls during weekends /shutdowns	2	2	0
			PC20. Ensure that all components are identified properly with details of code, colour code markings , date and shift of production	4	2	2
			PC21. Store stocks/components in such a way FIFO is easily followed by tyre building	2	0	2
			PC22. Comply with the maintenance schedule and ensure that maintenance programme of the machines is carried out on regular basis	1	1	0

		PC23. Ensure all the off spec/poor quality components are moved to rework area	1	1	0
	Record Maintenance and Reporting	PC24. Update the production sheet with the details output, downtimes, units produced of each component produced in preparation; also mention the corrective actions taken to overcome delays	4	0	4
		PC25. Maintain records of components produced/prepared in the department	2	0	2
		PC26. Paper /computer documents must be complete and traceable in all respect	2	2	0
		PC27. Records of the team members for work done, availability in shift, working hours etc	1	1	0
	Material Disposal	PC28. Ensure to get the waste material disposed off as per waste disposal/work away procedures laid down by the technical department	2	0	2
		PC29. Ensure all held up stock are disposed off daily to free liners, books, pin trucks, band trucks for fresh stock winding / storing	4	2	2
	Health & Safety	PC30. Ensure that team members adhere to all safety norms (such as wearing protective gloves, masks, goggles and safety shoes).	6	2	4
		PC31. Arrange for hospitalization in case of accident	1	1	0
		PC32. Manage first aid, general medication etc. of the team members	1	1	0
		PC33. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department	5	2	3
		PC34. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	4	2	2
			100	40	60
RSC/N5001 To Carry Out Housekeeping	Pre housekeeping 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	3	3	0

		materials being used			
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 housekeeping 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 requirements	8	2	6
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	3	3	0
		PC21. Dispose the waste garnered from the activity in an appropriate manner	9	3	6
General		PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
		PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
RSC/N5002 To Carry Out Reporting And Documentation	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 Documentation	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

		PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
	Information Security	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
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 Identificati on	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