

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

### What are Occupational Standards(OS)?

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

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### Introduction

#### Qualifications Pack- Latex Compounding Supervisor

**SECTOR:** RUBBER INDUSTRY

**SUB-SECTOR:** Latex

**OCCUPATION:** Latex Compounding/Mixing

**REFERENCE ID:** RSC/ Q 1703

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** A Latex Compounding Supervisor is responsible to supervise all the processes involved in preparation of latex compound.

**Personal Attributes:** This job requires the individual to be authoritative in delivering the commands for work implementation. He must be able to delegate task appropriately considering the ability and availability of manpower in his team. He should demonstrate good leadership qualities and effective human resource management. He is required to focus on behavioural skills of the team required to support the group activities maintaining the integrity and harmony in factory environment.

Job Details	<b>Qualifications Pack Code</b>	<b>RSC/ Q 1703</b>		
	<b>Job Role</b>	<b>Latex Compounding Supervisor</b>		
	<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>02/12/14</b>
	<b>Sub-sector</b>	<b>Latex</b>	<b>Last reviewed on</b>	<b>02/12/14</b>
	<b>Occupation</b>	<b>Latex Compounding/Mixing</b>	<b>Next review date</b>	<b>02/12/15</b>
	<b>NSQC Cleanance on</b>	<b>20/07/2015</b>		

<b>Job Role</b>	<b>Latex Compounding Supervisor</b>
<b>Role Description</b>	The Latex Compounding Supervisor is responsible to supervise all the processes involved in preparation of latex compound.
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications*</b>	XII/Diploma/ITI/Graduate in Science
<b>Maximum Educational Qualifications*</b>	Post Graduate in Science
<b>Training</b> (Suggested but not mandatory)	Training on latest product/technological developments
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Worked as a latex compounder for 3-4 years in the same role
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">RSC/ N 1707 (Supervise the preparation of Latex Compounds)</a></li> <li><a href="#">RSC/ N 5001 (To carry out housekeeping)</a></li> <li><a href="#">RSC/ N 5002 (To carry out reporting and documentation)</a></li> <li><a href="#">RSC/ N 5003 (To carry out quality checks)</a></li> <li><a href="#">RSC/ N 5004 (To carry out problem identification and escalation )</a></li> </ol> <b>Optional:</b> NA
<b>Performance Criteria</b>	As described in the relevant OS units

Qualifications Pack For Latex Compounding 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.

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# National Occupational Standard



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## Overview

This unit is about supervising the processes involved in the preparation of latex compound.

## Supervise the preparation of latex compound

<b>Unit Code</b>	<b>RSC / N 1707</b>
<b>Unit Title (Task)</b>	<b>Supervise the preparation of latex compound</b>
<b>Description</b>	This unit is about supervising the processes involved in the preparation of latex compound.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure housekeeping and safety in compounding area</li> <li>• Monitor and manage the compound preparation area w.r.t machines, equipments, workers, material and procedures</li> <li>• Get compounding dispersions, emulsions and solutions prepared as per formulation</li> <li>• Record full details of batches produced</li> <li>• Arrange to reschedule the mixing of the affected compound urgently to keep the plant process on for smooth running</li> <li>• Ensure that maintenance programme of the machine/s are carried out on regular basis</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Equipment readiness</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure that the compounding vessels are clean and ready to use.</p> <p>PC2. Ensure that the tools required for compound preparations are ready.</p> <p>PC3. Ensure proper control of utilities, viz, water, electricity, compressed air, weighing scale etc.</p> <p>PC4. Arrange to provide tools like masks, gloves, containers etc. for workers before starting the operation</p> <p>PC5. Ensure that maintenance programme of the machine/s are carried out on regular basis</p>
<b>Raw material /Formulation appropriateness</b>	<p>PC1. Check the material coming from storage house and confirm that it is as per the scheduler</p> <p>PC2. Ensure the receiving of correct material in compounding area i.e. the material has lab release ID tags or code marking</p> <p>PC3. Receive the formulation from the technical and guide the operator for compound preparation as per the schedule and specification</p>
<b>Health &amp; Safety</b>	<p>PC4. Ensure that team members adhere to all safety norms (such as wearing protective gloves ,mask and safety shoes).</p> <p>PC5. Ensure fumigations of compounding vessels to prevent bacteria formations and</p>

### Supervise the preparation of latex compound

	<p>build up</p> <p>PC6. Arrange for hospitalization in case of accident; for first aid, general medication etc. of the team members</p> <p>PC7. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department</p> <p>PC8. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
<p><b>Operation</b></p>	<p>PC9. Ensure that operator follow the standard operating procedures of each operations with respect to latex compounding</p> <p>PC10. Get compounding dispersions, emulsions and solutions prepared as per formulation</p> <p>PC11. Ensure batch preparation as per the daily production needs</p> <p>PC12. Ensure that compounding and maturing is done well before production to have a proper maturity of the latex for smooth and trouble free production</p> <p>PC13. Ensure that the operator follows the sequence of addition of ingredients and mixing instructions as per the mixing instructions issued by technical ( manually/through automated operations)</p> <p>PC14. Supervise colour mixing for latex compound if required</p> <p>PC15. Ensure all laid out procedures/guidelines are in compliance</p> <p>PC16. Keep a check on cycle time (between one batch to another) to attain efficiency</p> <p>PC17. Ensure that the mixed compound is stored in designated containers with proper ID tags and hold until release tags in the allotted storage area .</p> <p>PC18. Reschedule the preparation of defected/rejected compound</p> <p>PC19. Maintain efficiency and attain scheduled target shift wise</p> <p>PC20. Requirement of the other departments are met on timely manner</p>
<p><b>Quality Assurance</b></p>	<p>PC21. Ensure to send sample of the prepared compound in the specified sample size and method as directed by the company</p> <p>PC22. Liaise with QA and QC labs to get results of the compounding done and instruct the team to modify the compounds to required parameters to have a trouble free production</p>
<p><b>Disposal</b></p>	<p>PC23. Ensure that waste material is disposed off safely, as per organizational SOP.</p> <p>PC24. Ensure the held up compound is disposed off by technical at the earliest.</p>
<p><b>Batch Marking</b></p>	<p>PC25. Ensure identification and traceability by batch marking/coding for the right product as per the instructions laid down by the company (in terms of batch number, weight, color and date stamp).</p>

**Supervise the preparation of latex compound**

<p><b>Record Maintenance</b></p>	<p>PC26. Record full details of batches produced against schedule, down time, reasons for down time, quality issues, other delays and corrective actions taken.</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. Implications of poorly prepared machines, tools and equipments.</li> <li>KA2. Importance of identifying non-conforming materials and their storage.</li> <li>KA3. Risk and impact of not following defined procedures/work instructions.</li> <li>KA4. Escalation matrix for reporting identified problems.</li> <li>KA5. Types of documentation in organization and importance of the same.</li> <li>KA6. Records to be maintained and the implications of their non-maintenance.</li> <li>KA7. Importance of housekeeping activities.</li> <li>KA8. Health, safety and environment guidelines, legislation and regulations as applicable.</li> <li>KA9. Personal and Personnel protection (which protective equipment to be used and how).</li> <li>KA10. Impact of poor practices on health, safety and environment.</li> <li>KA11. Potential hazards and actions to minimize them.</li> <li>KA12. The escalation matrix and procedures for reporting hazards.</li> <li>KA13. Importance of FIFO and good shop floor practices (for example, 5S).</li> <li>KA14. Impact of various practices on cost, quality, productivity, delivery and safety.</li> <li>KA15. Handover/Takeover of the equipment/work area as per the organizational SOP.</li> <li>KA16. Importance of optimal utilization of material, machine and manpower.</li> </ul>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Importance of proper weighing of rubber latex ingredients</li> <li>KB2. Processing latex compound with different types of machines</li> <li>KB3. Effect of wrong weighing of ingredients for compounding</li> <li>KB4. Various latex applications and its compounding</li> <li>KB5. Methods of proper compound mixing &amp; preparation of dispersion and solutions</li> <li>KB6. Product weight and dimensional controls</li> <li>KB7. Knowledge of quality certified product</li> <li>KB8. Knowledge to calibrate weighing scales, and compounding vessels</li> <li>KB9. Determine cure characteristics as per swelling index method and by Chloroform numbers</li> <li>KB10. Tolerance levels for various parameters (such as water hardness ,pH).</li> <li>KB11. Various abnormalities and suitable response for abnormalities in equipment performance.</li> <li>KB12. Implications of delays in the preparation process.</li> <li>KB13. Types of defects leading to rejections and their indicators, reasons and possible solutions.</li> </ul>

**Supervise the preparation of latex compound**

	<p>KB14. Cleanliness and safety requirements for commencing a compounding operation.</p> <p>KB15. Units of measurement.</p> <p>KB16. Response to emergencies, for example, power failures, fire, system failures, spillages and manual intervention to avoid disasters.</p> <p>KB17. Knowledge of appropriate batch sizes with respect to appropriate material.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<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. Fill up appropriate activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p> <p>SA5. Prepare and fill up schedules</p> <p>SA6. Maintain records in specified format in books and using computers</p>
	<b>Reading and Understanding Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA8. Read images, graphs, diagrams</p> <p>SA9. Understand the various coding systems as per company norms</p> <p>SA10. Understand procedural guidelines</p> <p>SA11. Interpret and understand lab testing reports</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA13. Respond appropriately to any queries</p> <p>SA14. Communicate with operators and labourers</p> <p>SA15. Communicate with other job owners like compound storage / transport person, lab chemist, maintenance manager etc.</p> <p>SA16. Instruct the team in the local language and encourage the team to adapt behavioral skills required to support the group activities.</p>
<b>Integrity</b>	

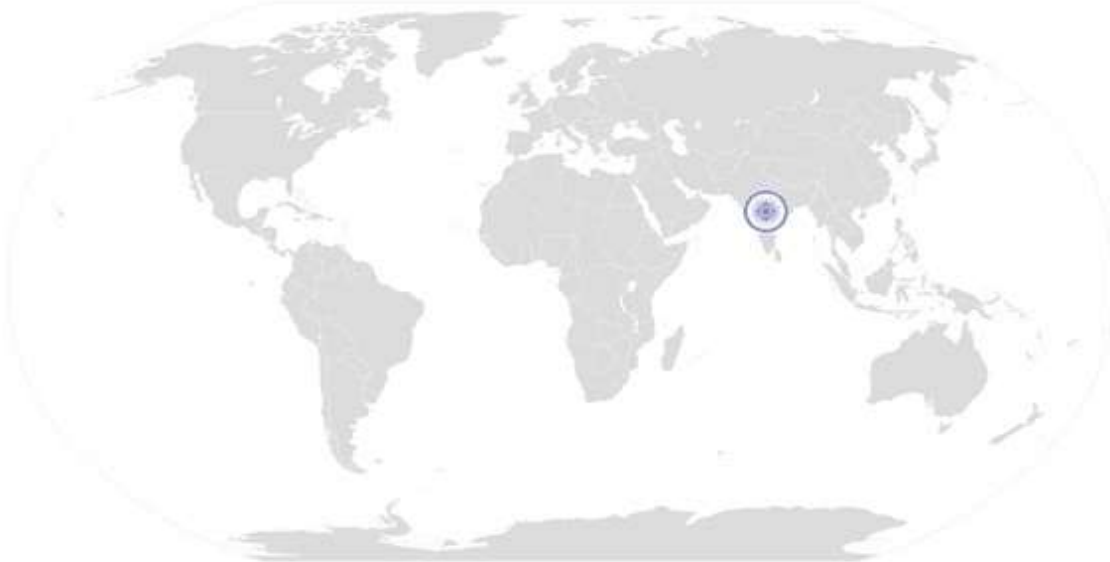


### Supervise the preparation of latex compound

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA17. Practice honesty with respect to company property and time</p> <p>SA18. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA19. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA20. Take responsibility for completing one’s own work assignment and the work under supervision</p> <p>SA21. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA22. 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>SA23. Is open to new ways of doing things</p> <p>SA24. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA25. Avoid absenteeism</p> <p>SA26. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA27. Work in disciplined factory environment</p> <p>SA28. Be punctual</p>
<b>B. Professional Skills</b>	<p><b>Material, Equipment and Manpower Handling</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle compounding vessels .</p> <p>SB2. Handling different types of machines used for processing latex compound</p> <p>SB3. Handle the ingredients used for latex compound preparation.</p> <p>SB4. Handling water treatment plants for the production of compounding water</p> <p>SB5. Handling of various types of material handling equipment</p> <p>SB6. 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>SB7. Handling the coordination among team members</p> <p>SB8. Develop multi tasking among team members to smoothen out operations in case of absenteeism or any health issue.</p> <p>SB9. Report team members issues to HR department that is beyond his control</p>
	<p><b>Subject Knowledge and Analytical Thinking</b></p>

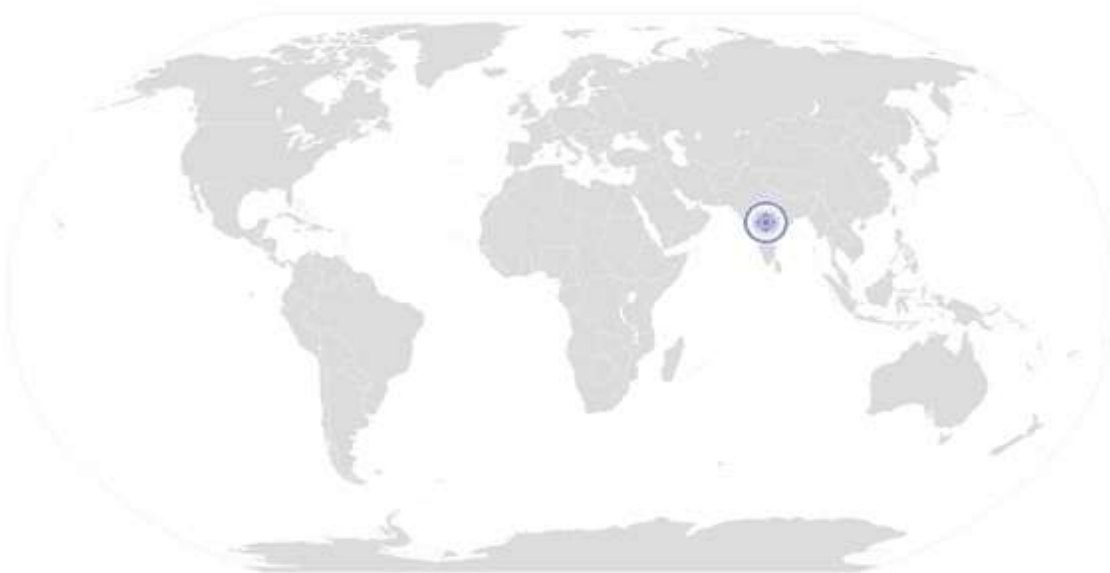
## Supervise the preparation of latex compound

	<p>The user/individual on the job needs to have:</p> <ul style="list-style-type: none"><li>SB10. Basic Mechanical and Electrical knowledge</li><li>SB11. Excellent performance in Science and arithmetic</li><li>SB12. Knowledge of GMPs, SOPs and quality standards</li></ul> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"><li>SB13. Diagnose common problems in the material, machine and compound based on visual inspection and quality checks</li><li>SB14. Suggest improvements(if any) in process based on experience</li><li>SB15. Carry out suitable modifications in compound as and when required</li><li>SB16. Manage time and human resource effectively</li><li>SB17. Arrange to reschedule the mixing of the affected compound urgently</li><li>SB18. Take decision to release or hold or dispose off the prepared compound under his/her supervision</li></ul>
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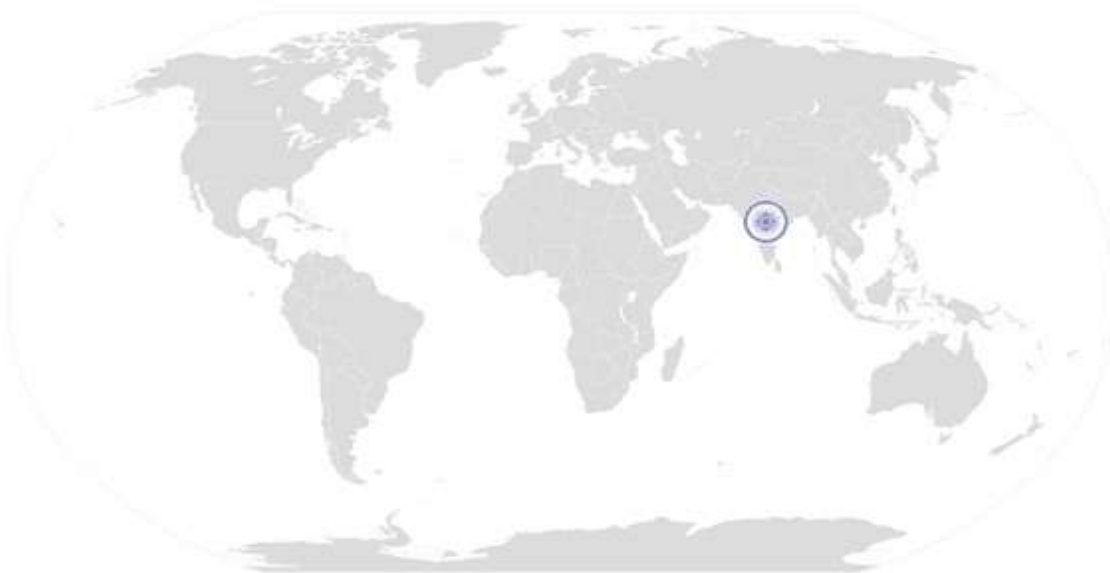
## NOS Version Control

<b>NOS Code</b>	RSC / N 1707		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	02/12/14
<b>Industry Sub-sector</b>	Latex	<b>Last reviewed on</b>	02/12/14
<b>Occupation</b>	Latex Compounding/Mixing	<b>Next review date</b>	02/12/15



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# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping

**RSC / N 5001**
**Carry Out Housekeeping Activities**

National Occupational Standard

<b>Unit Code</b>	<b>RSC / N 5001</b>
<b>Unit Title (Task)</b>	<b>To carry out housekeeping</b>
<b>Description</b>	This unit is about carrying out housekeeping activities
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing for housekeeping activities</li> <li>• Carry out housekeeping activities</li> <li>• Post housekeeping activities</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Pre housekeeping activities</b>	<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>
<b>Operations</b>	<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>
<b>Post housekeeping activities</b>	<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><b>General</b></p>	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Technical Knowledge</b></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>

**Carry Out Housekeeping Activities**

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	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
	<b>Reading and Understanding Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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)
	<b>Integrity</b>
	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
	<b>Motivation</b>
	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.

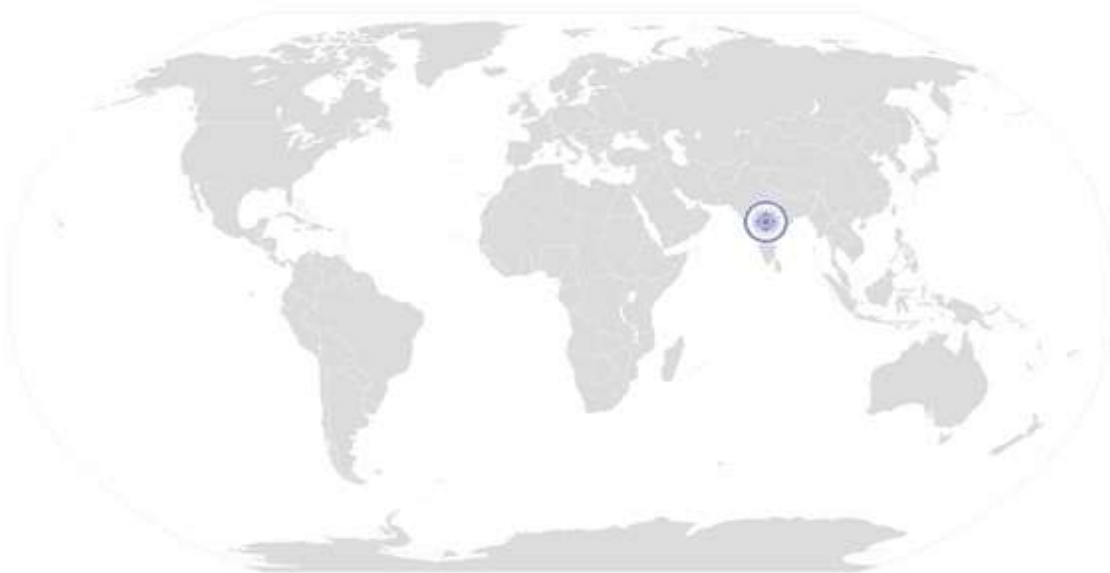
**Carry Out Housekeeping Activities**

	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.
	<b>Reliability</b>
	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



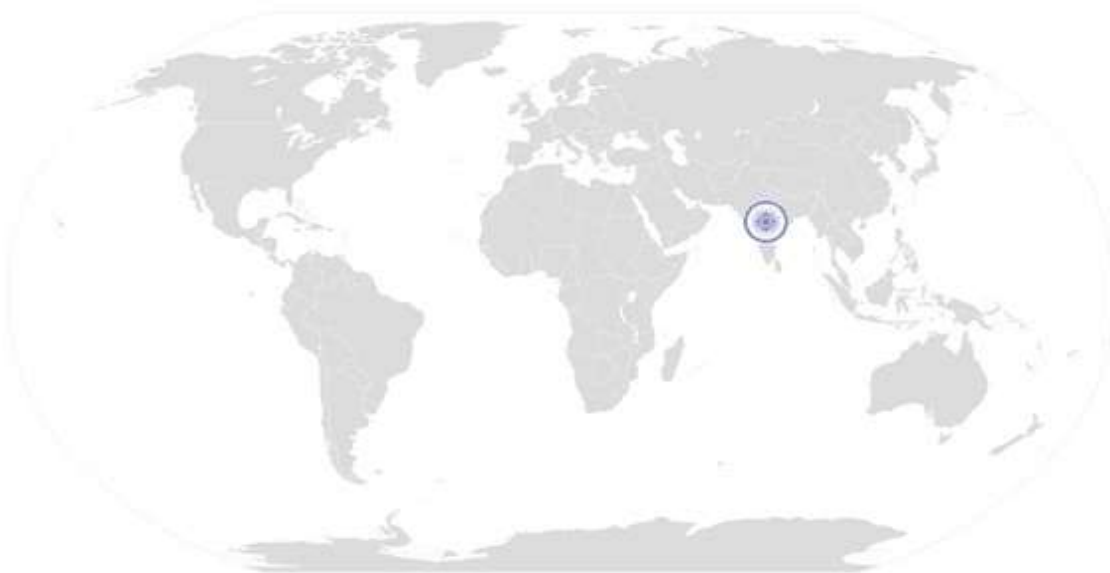


<b>NOS Code</b>	<b>RSC / N 5001</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Latex</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Latex Compounding/Mixing</b>	<b>Next review date</b>	<b>14/06/15</b>



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# National Occupational Standard



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## Overview

This unit is about reporting and documentation

<b>Unit Code</b>	<b>RSC / N 5002</b>
<b>Unit Title (Task)</b>	<b>To carry out reporting and documentation</b>
<b>Description</b>	This unit is about carrying out reporting and documentation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Reporting of data/problem/incidents etc</li> <li>• Documentation</li> <li>• Information Security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Reporting</b>	<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>
<b>Recording and Documentation</b>	<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>
<b>Information Security</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<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>
	<b>Reading and Understanding Skills</b>
	<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>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<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>
	<b>Integrity</b>
	<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>

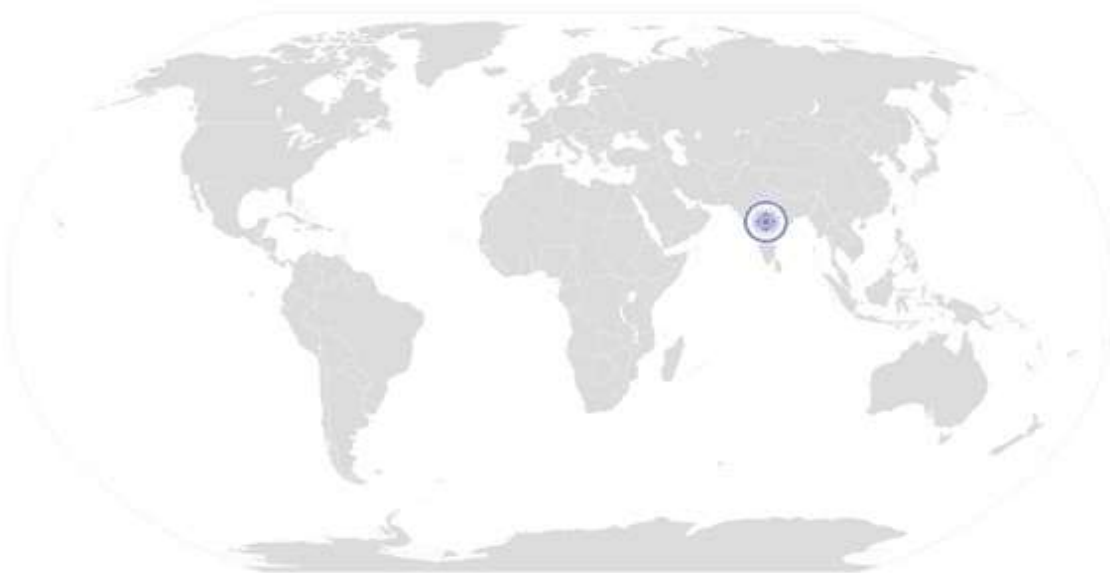
**To Carry Out Reporting And Documentation**

	<p><b>Motivation</b></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><b>Reliability</b></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>



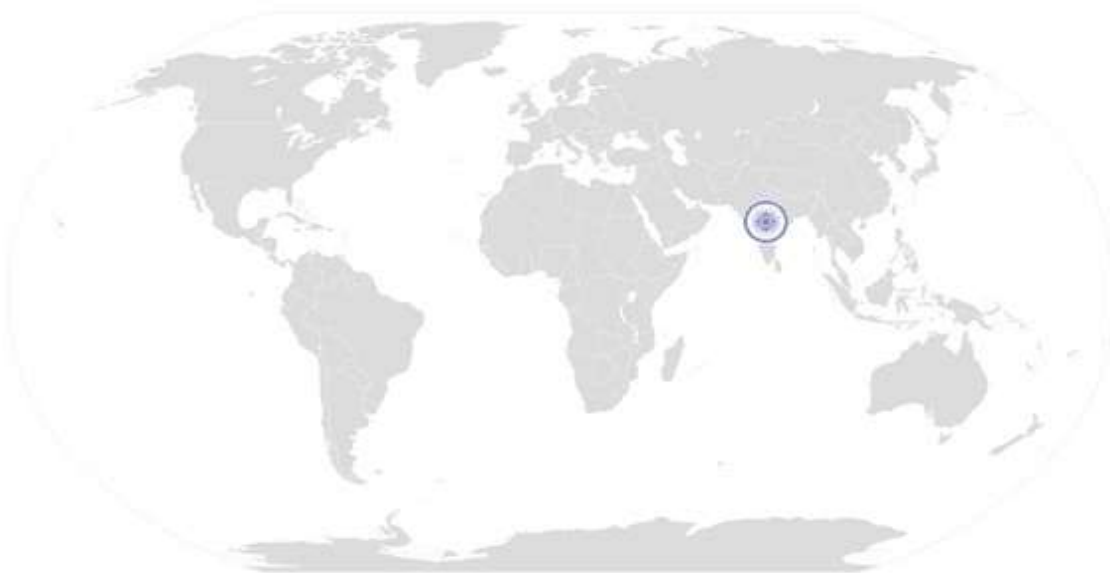
## NOS Version Control

<b>NOS Code</b>	RSC / N 5002		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	04/06/14
<b>Industry Sub-sector</b>	Latex	<b>Last reviewed on</b>	14/06/14
<b>Occupation</b>	Latex Compounding/Mixing	<b>Next review date</b>	14/06/15



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# National Occupational Standard



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## Overview

This unit is about carrying out quality checks

<b>Unit Code</b>	<b>RSC / N 5003</b>
<b>Unit Title (Task)</b>	<b>To carry out quality checks</b>
<b>Description</b>	This unit is about carrying out quality control activities
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Carrying out quality checks to identify problems</li> <li>• Take corrective actions</li> <li>• Reporting the results</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Inspection</b>	<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>
<b>Analysis</b>	<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>
<b>Reporting</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<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**

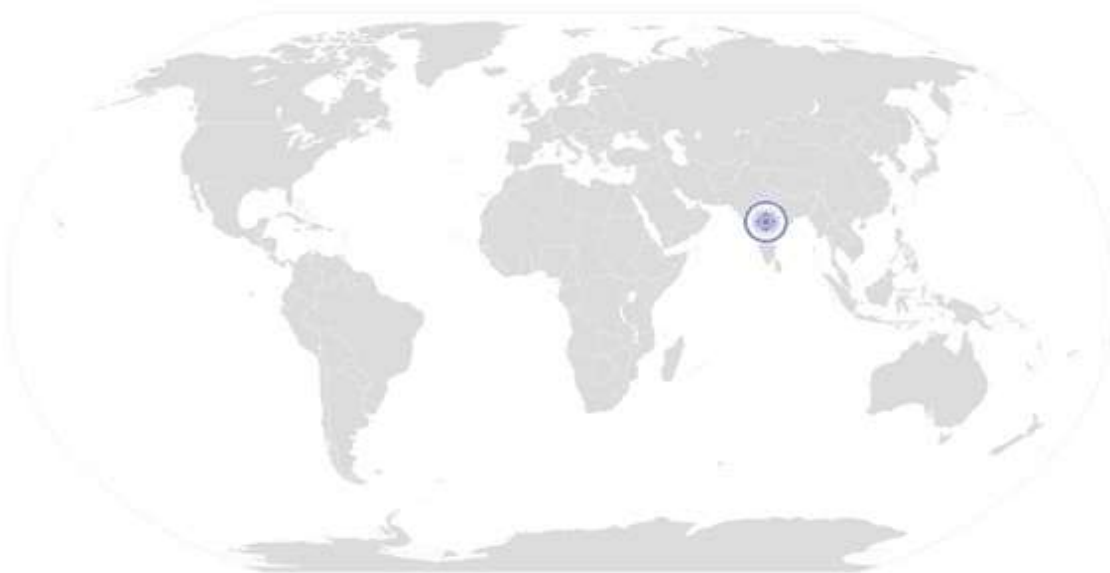
	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable 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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<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>
	<b>Reading and Understanding Skills</b>
	<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>
	<b>Oral Communication (Listening and Speaking skills)</b>
<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**

	<b>Integrity</b>
	<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>
	<b>Motivation</b>
	<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>
	<b>Reliability</b>
<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>	

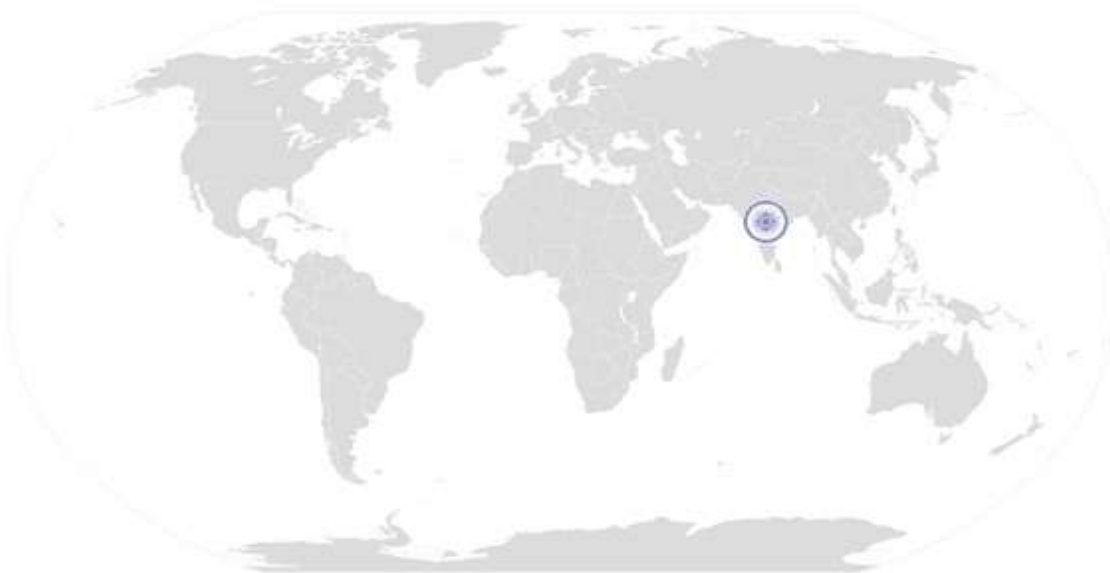
## NOS Version Control

<b>NOS Code</b>	RSC / N 5003		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Manufacturing	<b>Drafted on</b>	04/06/14
<b>Industry Sub-sector</b>	Latex	<b>Last reviewed on</b>	14/06/14
<b>Occupation</b>	Latex Compounding/Mixing	<b>Next review date</b>	14/06/15



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# National Occupational Standard



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## Overview

This unit is about problem identification and escalation

## To Carry Out Problem Identification And Escalation

<b>Unit Code</b>	RSC / N 5004
<b>Unit Title (Task)</b>	To carry out problem identification and escalation
<b>Description</b>	This unit is about problem identification and escalation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Identify problems across: <ul style="list-style-type: none"> <li>- Raw materials</li> <li>- Compounds</li> <li>- Product</li> <li>- Equipment</li> <li>- Others</li> </ul> </li> <li>• Identify solutions to problems</li> <li>• Take corrective action</li> <li>• Escalation of unresolved identified problems</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Problem Identification</b>	<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>
<b>Necessary Action</b>	<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><b>Problem Escalation</b></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><b>Knowledge and Understanding (K)</b></p>	
<p><b>B. Technical Knowledge</b></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><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></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>

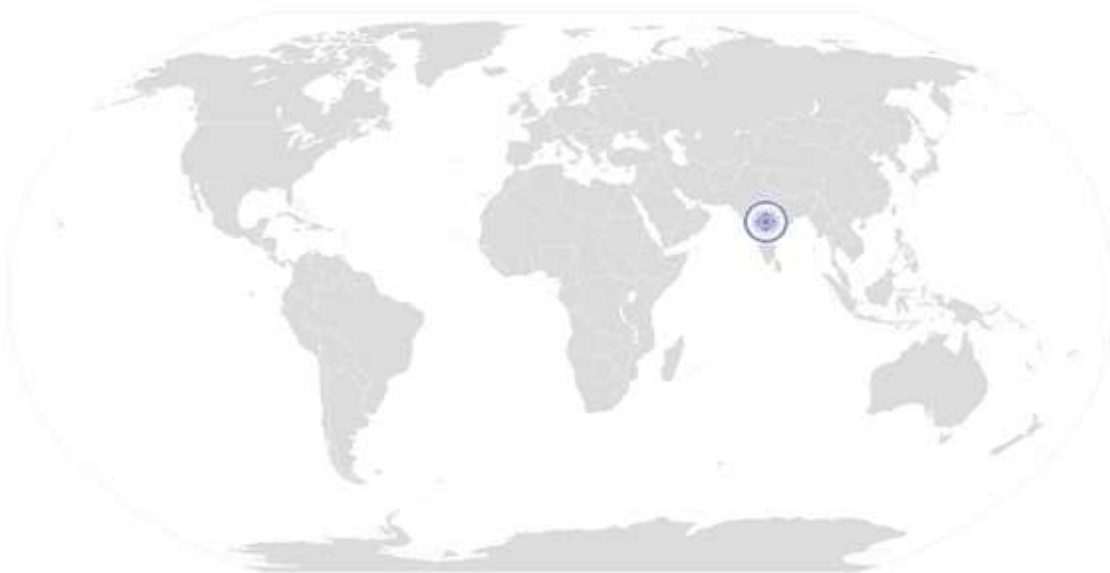
**To Carry Out Problem Identification And Escalation**

	estimation and approximation, for practical purposes
	<b>Reading and Understanding Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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)
	<b>Integrity</b>
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	<b>Motivation</b>
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	<b>Reliability</b>
	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

<b>NOS Code</b>	<b>RSC / N 5004</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Rubber Manufacturing</b>	<b>Drafted on</b>	<b>04/06/14</b>
<b>Industry Sub-sector</b>	<b>Latex</b>	<b>Last reviewed on</b>	<b>14/06/14</b>
<b>Occupation</b>	<b>Latex Compounding/Mixing</b>	<b>Next review date</b>	<b>14/06/15</b>


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## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role**                      Latex Compounding Supervisor

**Qualification Pack**        RSC/ Q 1703

**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

			<b>Marks Allocation</b>		
<b>NOS</b>	<b>Elements</b>	<b>Performance Criteria</b>	<b>Total</b>	<b>Theory</b>	<b>Practical</b>
RSC / N 1707 Supervise the preparatio	Equipment readiness	PC1. Ensure that the compounding vessels are clean and ready to use.	1	0	1
		PC2. Ensure that the tools required for compound preparations are ready.	1	0	1
		PC3. Ensure proper control of utilities, viz, water, electricity, compressed air, weighing scale etc.	2	0	2
		PC4. Arrange to provide tools like masks, gloves, containers etc. for workers before	2	0	2

n of latex compound		starting the operation				
		PC5. Ensure that maintenance programme of the machine/s are carried out on regular basis	1	1	0	
	Raw material /Formulation appropriateness		PC6. Check the material coming from storage house and confirm that it is as per the scheduler	1	1	0
			PC7. Ensure the receiving of correct material in compounding area i.e. the material has lab release ID tags or code marking	4	2	2
			PC8. Receive the formulation from the technical and guide the operator for compound preparation as per the schedule and specification	1	1	0
	Health & Safety		PC9. Ensure that team members adhere to all safety norms (such as wearing protective gloves ,mask and safety shoes).	6	2	4
			PC10. Ensure fumigations of compounding vessels to prevent bacteria formations and build up	7	3	4
			PC11. Arrange for hospitalization in case of accident; for first aid, general medication etc. of the team members	1	1	0
			PC12. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department	6	2	4
			PC13. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	1	1	0
	Operation		PC14. Ensure that operator follow the standard operating procedures of each operations with respect to latex compounding	10	3	7
			PC15. Get compounding dispersions, emulsions and solutions prepared as per formulation	10	3	7
			PC16. Ensure batch preparation as per the daily production needs	7	2	5
			PC17. Ensure that compounding and maturing is done well before production to have a proper maturity of the latex for smooth and trouble free production	2	2	0
			PC18. Ensure that the operator follows the sequence of addition of ingredients and mixing instructions as per the mixing instructions issued by technical ( manually/through automated operations)	9	2	7
			PC19. Supervise colour mixing for latex compound if required	3	0	3
			PC20. Ensure all laid out procedures/guidelines are in compliance	6	0	6
			PC21. Keep a check on cycle time (between one batch to another) to attain efficiency	4	2	2

		PC22. Ensure that the mixed compound is stored in designated containers with proper ID tags and hold until release tags in the allotted storage area .	2	2	0
		PC23. Reschedule the preparation of defected/rejected compound	1	1	0
		PC24. Maintain efficiency and attain scheduled target shift wise	1	1	0
		PC25. Requirement of the other departments are met on timely manner	1	1	0
	Quality Assurance	PC26. Ensure to send sample of the prepared compound in the specified sample size and method as directed by the company	3	1	2
		PC27. Liaise with QA and QC labs to get results of the compounding done and instruct the team to modify the compounds to required parameters to have a trouble free production	1	1	0
	Disposal	PC28. Ensure that waste material is disposed off safely, as per organizational SOP.	1	0	1
		PC29. Ensure the held up compound is disposed off by technical at the earliest.	1	1	0
	Batch Marking	PC30. Ensure identification and traceability by batch marking/coding for the right product as per the instructions laid down by the company (in terms of batch number, weight, color and date stamp).	2	2	0
	Record Maintenance	PC31. Record full details of batches produced against schedule, down time, reasons for down time, quality issues, other delays and corrective actions taken.	2	2	0
			100	40	60
RSC/N5001 To Carry Out Housekeepi ng	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 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 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	
		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 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 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	PC7. Take appropriate materials and sample, conduct tests and evaluate results to	8	5	3

Action	establish reasons to confirm suspected reasons for non-conformance (where required)				
	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