

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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Contents

1. Introduction and Contacts..... 1
2. Qualifications Pack..... 2
3. OS Units..... 2

Introduction

Qualifications Pack- Tyre Casing Buffing Operator

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Tyre

OCCUPATION: Tyre Retreading

REFERENCE ID: RSC/ Q 1902

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Tyre casing buffing operator is responsible to buff carcass / tyre before it goes for re-treading process.

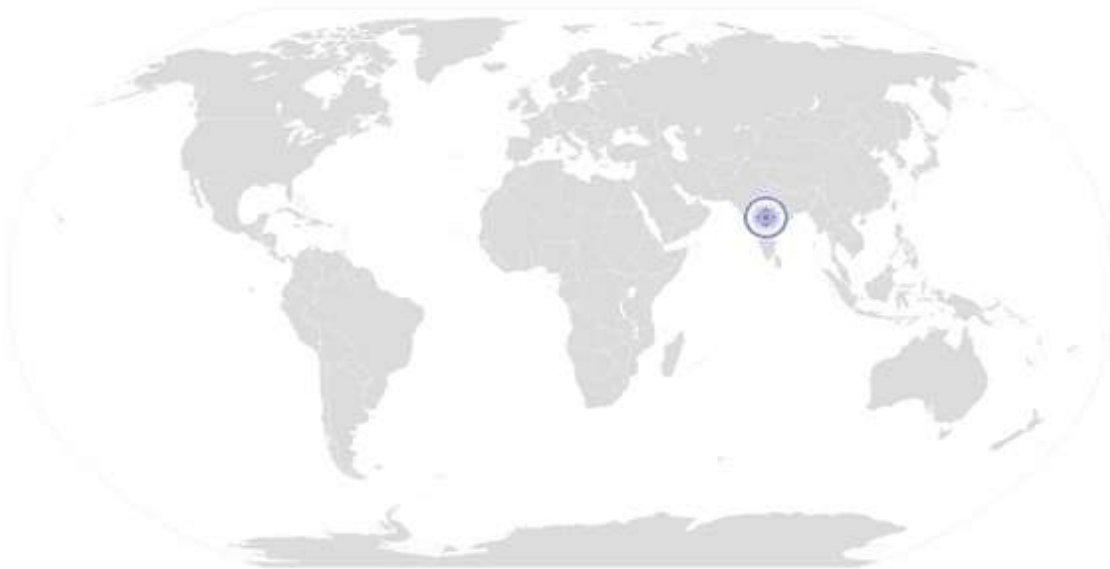
Personal Attributes: This job requires the individual to be careful and attentive. He should demonstrate qualities of a good observer while handling the different type of tyres. He should be focused and attentive in performing the assigned task diligently. He must be able to work independently under the guidance of the supervisor. He should be comfortable in performing labourious work and willing to learn the new and emerging methods of tyre buffing.

Job Details	Qualifications Pack Code	RSC/ Q 1902		
	Job Role	Tyre casing buffing operator		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Tyre	Last reviewed on	02/12/14
	Occupation	Tyre Retreading	Next review date	02/12/15
	NSQF Cleanace on	20/07/2015		

Job Role	Tyre casing buffing operator
Role Description	Tyre casing buffing operator is responsible to buff carcass / tyre before it goes for re-treading process.
NSQF level	4
Minimum Educational Qualifications*	Class X/ITI
Maximum Educational Qualifications*	ITI/Graduate in Science
Training (Suggested but not mandatory)	Training on buffing operation
Minimum Job Entry Age	18 years
Experience	Worked as a semi-skilled helper for at least 12 months in the same role
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/ N 1914 (Prepare material, tools and machine for buffing) RSC/ N 1915 (Undertake buffing of tyres) RSC/ N 5001 (To carry out housekeeping) RSC/ N 5002 (To carry out reporting and documentation) RSC/ N 5003 (To carry out quality checks) RSC/ N 5004 (To carry out problem identification and escalation) Optional: NA
Performance Criteria	As described in the relevant OS units

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

National Occupational Standard



Overview

This unit is about preparing material, tools and machine for tyre buffing.

Prepare material, tools and machine for buffing

Unit Code	RSC / N 1914
Unit Title (Task)	Prepare material, tools and machine for buffing
Description	This unit is about preparing material, tools and machine for tyre buffing.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in work area. • Ensure that buffing tools are available • Prepare tools and machine for buffing • Ensure the availability of tyres for buffing
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Equipment readiness	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure the availability of all required tools for buffing. PC2. Ensure that the tools are clean and in ready to use condition. PC3. Prepare automatic buffing machine. PC4. Place the tools on a safe location. PC5. Clean the inspecting table</p>
Material appropriateness	<p>PC1. Put inspected tyres /size wise to be buffed in one row PC2. Check tyre to be re- treaded on visually from outside and all 360 Degree PC3. Roll the tyre on the ground and check for defect like – bead for any damaged , sidewall for any crack , any sidewall hole , tread damaged , severe cut of tread , exposed fabric and all other as per company SOP PC4. Check if tyre has any mark with crayon or other marker so that all precaution can be taken before performing buffing operation</p>
Health & Safety	<p>PC5. Ensure the use of certified/tested tools and check their functioning. PC6. Adhere to all safety norms (such as wearing protective gloves and shoes). PC7. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools. KA2. Importance of identifying non-conforming materials and their storage. KA3. Risk and impact of not following defined procedures/work instructions.</p>

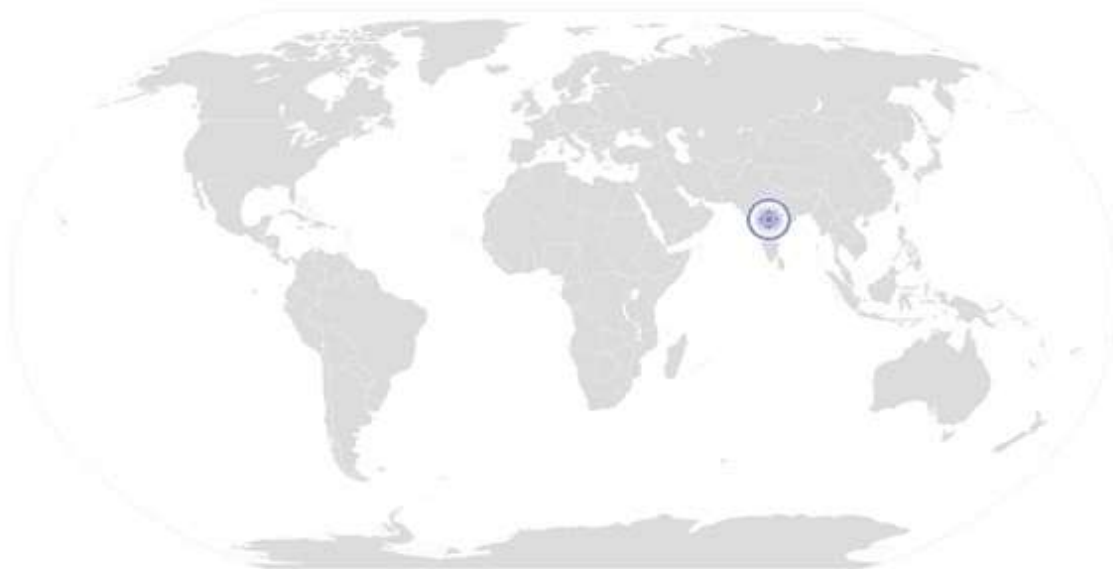
Prepare material, tools and machine for buffing

<p>organization and its processes)</p>	<p>KA4. Escalation matrix for reporting identified problems KA5. Records to be maintained and the implications of their non-maintenance. KA6. Importance of housekeeping activities. KA7. Health, safety and environment guidelines, legislation and regulations as applicable. KA8. Personal protection (which protective equipment to be used and how). KA9. Impact of poor practices on health, safety and environment. KA10. Potential hazards and actions to minimize them. KA11. The escalation matrix and procedures for reporting hazard KA12. Impact of various practices on cost, quality, productivity, delivery and safety. KA13. Handover/Takeover of the equipment/work area as per the organizational SOP.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Proper maintenance of hand tools KB2. Functioning of automatic buffing machine KB3. Optimal selection of tool for undertaking buffing operation KB4. Knowledge of Tyre size and properties KB5. Identification of tyre defect KB6. Various abnormalities and suitable response for abnormalities in equipment performance. KB7. Implications of delays in the preparation KB8. Cleanliness and safety requirements for commencing buffing operation KB9. Units of measurement. KB10. Response to injuries while handling tools KB11. Knowledge of first aid treatment to address any cut/injury</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 prepare tags SA2. Fill up appropriate forms and activity logs in required format of the company SA3. Perform basic mathematical operations</p> <p>Reading and Understanding Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA5. Read images, graphs, diagrams SA6. Understand the various coding systems as per company norms</p> <p>Oral Communication (Listening and Speaking skills)</p>

Prepare material, tools and machine for buffing

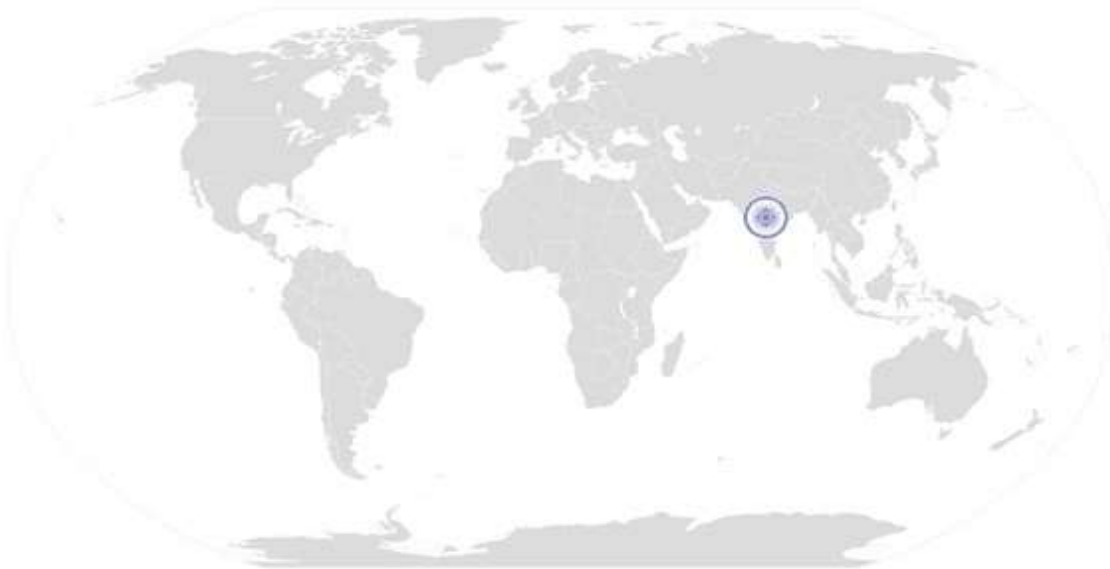
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA8. Respond appropriately to any queries</p> <p>SA9. Communicate with supervisor</p> <p>SA10. Communicate with upstream and downstream teams</p> <p>SA11. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Practice honesty with respect to company property and time</p> <p>SA13. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA14. 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>SA15. Take responsibility for completing one's own work assignment</p> <p>SA16. Take initiative to enhance/learn skills in one's area of work</p> <p>SA17. 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>SA18. Is open to new ways of doing things</p> <p>SA19. 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>SA20. Avoid absenteeism</p> <p>SA21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Work in disciplined factory environment</p> <p>SA23. Be punctual</p>
B. Professional Skills	<p>Material and Equipment Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle buffing tools</p> <p>SB2. Handle the tyres</p> <p>SB3. Handling of various types of material handling equipments</p> <p>SB4. 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>Analytical Thinking</p>

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB5. Identify the problems pertaining to the re-treading requirement of tyres based on visual inspection and experienceSB6. Diagnose common problems in the tools based on visual inspection, sound, etcSB7. Suggest improvements(if any) in process based on experience
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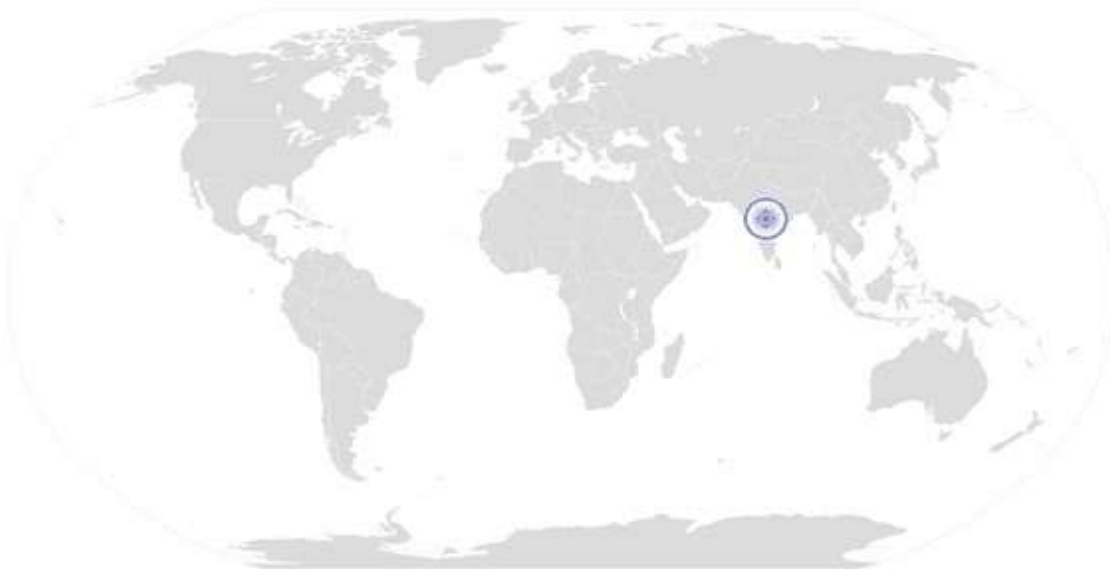


NOS Version Control

NOS Code	RSC / N 1914		
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	Tyre Retreading	Next review date	02/12/15



National Occupational Standard



Overview

This unit is about performing buffing operation using the tools.

Unit Code	RSC / N 1915
Unit Title (Task)	Undertake buffing of tyres
Description	This unit is about performing inspection operation using the tools.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in work area. • Undertake inspection of tyre • In case tyre is not suitable for re tread –put REJECT mark
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operation	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Lift the tyre from one bead side using hoist and put on roller type buffing roller / table which has lamp / light attached</p> <p>PC2. Mark tread portion with marker – guideline for buffer to cut tread manually as per SOP</p> <p>PC3. Hold the tyre and start chipping top tread slowly – slowly</p> <p>PC4. Continue this operation all round with eye measurement and keeping left out portion (called under depth / under tread)</p> <p>PC5. Be careful not to go upto Fabric / reinforcement material is visible –it should just above fabric</p> <p>PC6. Remove rubber tread portion full width of TREAD only</p> <p>PC7. Take buffing stone in hand (it is rotating/ RPM with high speed)</p> <p>PC8. Hold buffing toll by both hand in such a way that it should not have slippage while buffing as it need some human rated pressure</p> <p>PC9. Start buffing uneven hand cut left out tread portion uniformly from one end to another end and circumferentially</p> <p>PC10. Extra care must be taken wherever defect / mark is given by carcass inspecting inspector</p> <p>PC11. With the help of lamp / light see the condition of inside portion of the tyre</p> <p>PC12. Make carcass top surface rough with teathed grinder</p> <p>PC13. Clean manually and remove all lose dust rubber particle with the help of brush / by blowing air blast</p> <p>PC14. Once again check tyre circumferentially for any non - uniformity on buffing</p> <p>PC15. Unload tyre with the help of Hoist / table</p> <p>PC16. Mark Ok mark on tyre and keep in OK row for next operation</p>

<p>Health & Safety</p>	<p>PC1. Handle the material using hand gloves and other safety equipment.</p> <p>PC2. All protecting measure like Eye goggle , nose mask etc are very important to put before this operation</p> <p>PC3. Carefully handle Buffing shaft with grinder / tool which has sharp teeth</p> <p>PC4. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)</p> <p>PC5. 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. Buffing operation and its importance.</p> <p>KA2. Implications of poorly prepared tools.</p> <p>KA3. How to conduct quality and damage checks and their importance.</p> <p>KA4. Importance of identifying non-conforming products and their storage.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions.</p> <p>KA6. The escalation matrix for reporting identified issues.</p> <p>KA7. Types of documentation in the organization and their importance.</p> <p>KA8. Records to be maintained and the implications of their non-maintenance.</p> <p>KA9. Importance of housekeeping and good shop floor practices</p> <p>KA10. Health, safety and environment guidelines, legislations and regulations, as applicable.</p> <p>KA11. Personal protection (which protective equipment to be used and how).</p> <p>KA12. Impact of poor practices on health, safety and environment.</p> <p>KA13. Potential hazards and actions to minimize them.</p> <p>KA14. The escalation matrix and procedures for reporting hazards.</p> <p>KA15. Importance of FIFO</p> <p>KA16. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA17. Handover/Takeover of the equipment/work area as per organizational SOP.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of buffing operation</p> <p>KB2. Identification of tyre defect</p> <p>KB3. Functioning of buffer shaft</p> <p>KB4. Knowledge of use of tool to check /inspect tyre</p> <p>KB5. Use of buffing machine</p> <p>KB6. Proper removal of rubber tread</p> <p>KB7. Cleanliness and safety requirements for buffing operation</p> <p>KB8. The process and importance of quality checks.</p> <p>KB9. Types of defects leading to rejections and their indicators, reasons and possible</p>

	<p>solutions</p> <p>KB10. Potential problems in the buffing operation</p> <p>KB11. Units of measurement.</p> <p>KB12. Knowledge of first aid treatment to respond to injuries.</p> <p>KB13. Proper usage of lamp/light</p> <p>KB14. Proper unloading of tyre</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 prepare tags
	SA2. Fill up appropriate forms and activity logs in required format of the company
	SA3. Perform basic mathematical operations
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to:
	SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc
	SA5. Read images, graphs, diagrams
	SA6. 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:	
SA7. Express statements, opinions or information clearly so that others can hear and understand	
SA8. Respond appropriately to any queries	
SA9. Communicate with supervisor	
SA10. Communicate with upstream and downstream teams	
SA11. 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:	
SA12. Practice honesty with respect to company property and time	
SA13. Communicate with people in a form and manner and using language that is open and respectful	
SA14. 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:	
SA15. Take responsibility for completing one's own work assignment	
SA16. Take initiative to enhance/learn skills in one's area of work	

Undertake buffing of tyres

	<p>SA17. 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>SA18. Is open to new ways of doing things</p> <p>SA19. 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>SA20. Avoid absenteeism</p> <p>SA21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Work in disciplined factory environment</p> <p>SA23. Be punctual</p>
B. Professional Skills	<p>Material and Equipment Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle buffing tools</p> <p>SB2. Handle buffer shaft</p> <p>SB3. Handle lamp and bulb</p> <p>SB4. Handling of various types of material handling equipment</p> <p>SB5. Handle tyres</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify the problems pertaining to the tyres requirement for buffing based on inspection and work efficiency</p> <p>SB2. Diagnose common problems in the tools based on visual inspection, sound etc</p> <p>SB3. Suggest improvements(if any) in process based on experience</p>

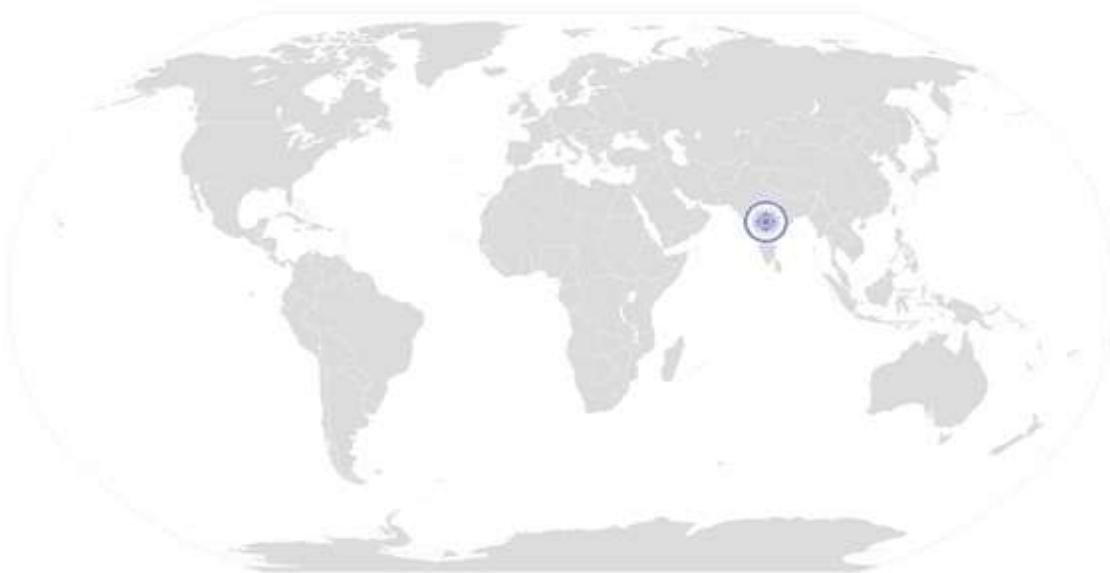
NOS Version Control

NOS Code	RSC / N 1915		
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	Tyre Retreading	Next review date	02/12/15



[Back to QP](#)

National Occupational Standard



Overview

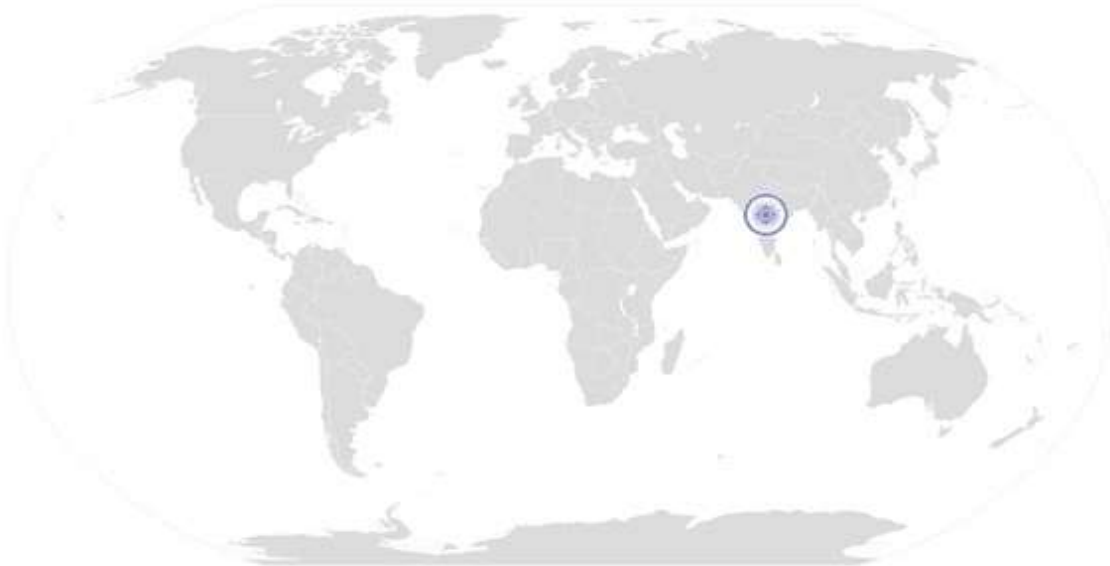
This unit is about carrying out housekeeping

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	This unit/task covers the following: <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	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Inspect the area while taking into account various surfaces PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain PC3. Ensure that the cleaning equipment is in proper working condition PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces PC6. Inform the affected people about the cleaning activity PC7. Display the appropriate signage for the work being conducted PC8. Ensure that there is adequate ventilation for the work being carried out PC9. Wear the personal protective equipment required for the cleaning method and materials being used
Operations	<ul style="list-style-type: none"> PC10. Use the correct cleaning method for the work area, type of soiling and surface PC11. Carry out cleaning activity without disturbing others PC12. Deal with accidental damage, if any, caused while carrying out the work PC13. Report to the appropriate person any difficulties in carrying out your work PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill
Post housekeeping activities	<ul style="list-style-type: none"> PC15. Ensure that there is no oily substance on the floor to avoid slippage PC16. Ensure that no scrap material is lying around

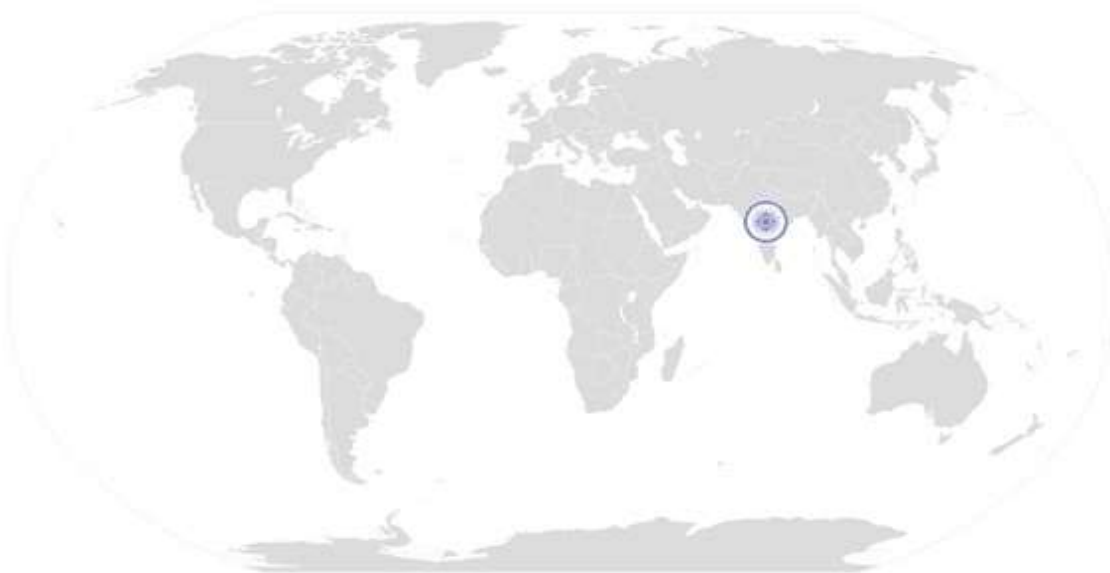
	<p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return 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>

	KB18. Escalation procedures for soils or stains that could not be removed
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 ones's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual



NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/2014
Industry Sub-sector	Tyre	Last reviewed on	14/06/2014
Occupation	Tyre Retreading	Next review date	14/06/2015



[Back to QP](#)

National Occupational Standard



Overview

This unit is about reporting and documentation

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
Recording and Documentation	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately 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

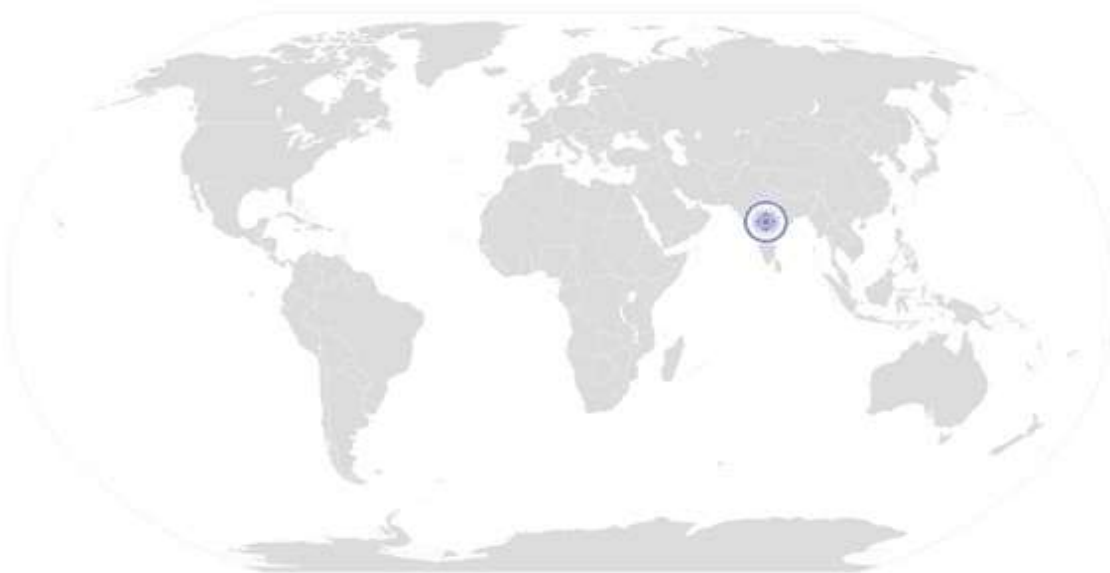
	<p>timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality 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>

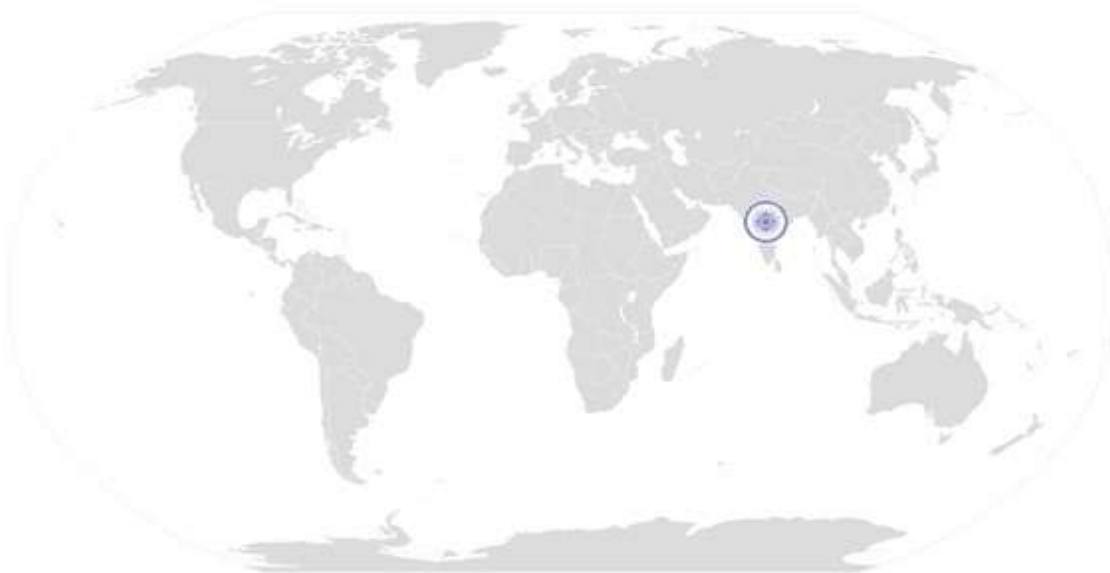
NOS Version Control

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/2014
Industry Sub-sector	Tyre	Last reviewed on	14/06/2014
Occupation	Tyre Retreading	Next review date	14/06/2015



[Back to QP](#)

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

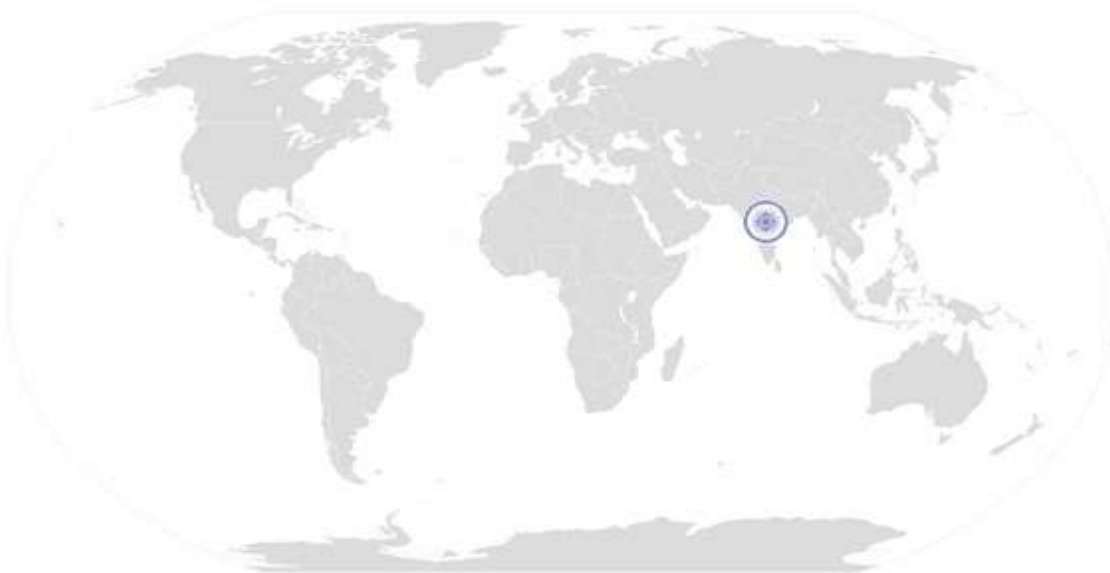
	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable 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
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one’s own work assignment SA17. Take initiative to enhance/learn skills in ones’s area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

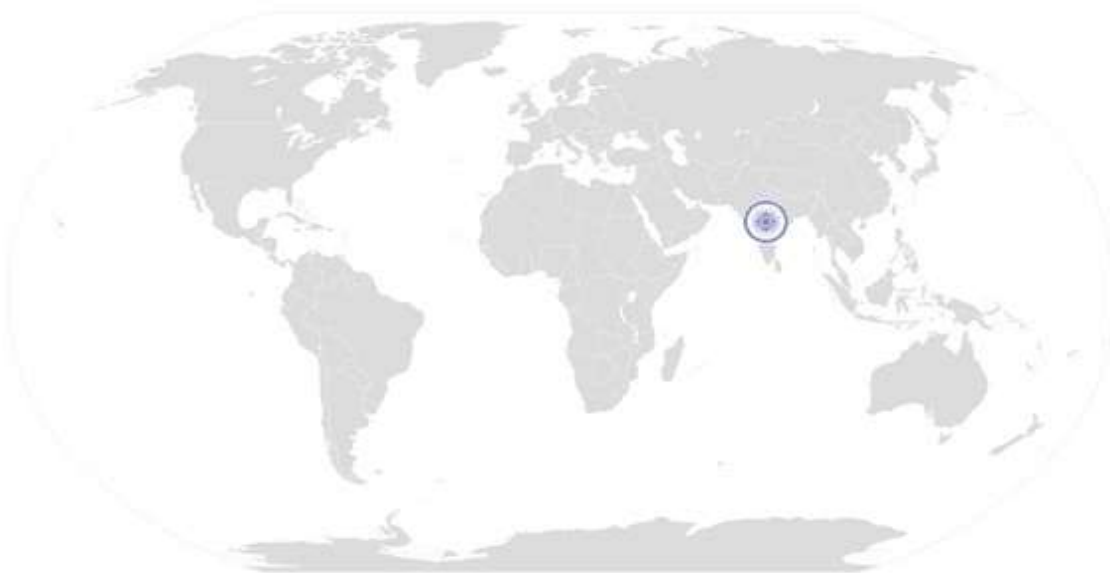
NOS Version Control

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/2014
Industry Sub-sector	Tyre	Last reviewed on	14/06/2014
Occupation	Tyre Retreading	Next review date	14/06/2015



[Back to QP](#)

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

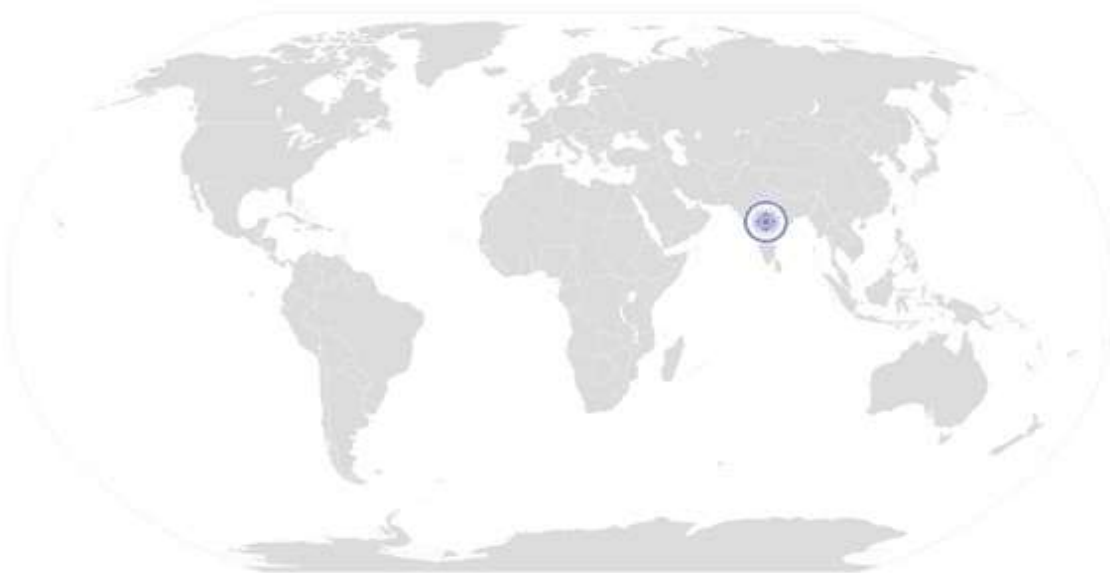
To Carry Out Problem Identification And Escalation

	estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

RSC / N 5004
To Carry Out Problem Identification And Escalation

NOS Version Control

NOS Code	RSC / N 5004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/2014
Industry Sub-sector	Tyre	Last reviewed on	14/06/2014
Occupation	Tyre Retreading	Next review date	14/06/2015


[Back to QP](#)

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Tyre casing buffing operator

Qualification Pack RSC/ Q 1902

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

Assessment Strategy			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theory	Practical
RSC / N 1903 Prepare material,	Equipment readiness	PC1. Ensure the availability of all required tools for buffing.	8	4	4
		PC2. Ensure that the tools are clean and in ready to use condition.	8	4	4
		PC3. Prepare automatic buffing machine.	12	8	4
		PC4. Place the tools on a safe location.	2	0	2

tools and machine for buffing		PC5. Clean the inspecting table	4	4	0	
	Material appropriateness	PC6. Put inspected tyres /size wise to be buffed in one row	10	6	4	
		PC7. Check tyre to be re- treaded on visually from outside and all 360 Degree	10	6	4	
		PC8. Roll the tyre on the ground and check for defect like – bead for any damaged , sidewall for any crack , any sidewall hole , tread damaged , severe cut of tread , exposed fabric and all other as per company SOP	12	6	6	
		PC9. Check if tyre has any mark with crayon or other marker so that all precaution can be taken before performing buffing operation	10	6	4	
	Health & Safety	PC10. Ensure the use of certified/tested tools and check their functioning.	12	6	6	
		PC11. Adhere to all safety norms (such as wearing protective gloves and shoes).	8	6	2	
		PC12. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	4	4	0	
				100	60	40
	RSC / N 1904 Undertake buffing of tyres	Operation	PC1. Lift the tyre from one bead side using hoist and put on roller type buffing roller / table which has lamp / light attached	3	1	2
PC2. Mark tread portion with marker – guideline for buffer to cut tread manually as per SOP			3	1	2	
PC3. Hold the tyre and start chipping top tread slowly – slowly			7	2	5	
PC4. Continue this operation all round with eye measurement and keeping left out portion (called under depth / under tread)			7	2	5	
PC5. Be careful not to go upto Fabric / reinforcement material is visible –it should just above fabric			4	2	2	
PC6. Remove rubber tread portion full width of TREAD only			4	2	2	
PC7. Take buffing stone in hand (it is rotating/ RPM with high speed)			4	2	2	
PC8. Hold buffing toll by both hand in such a way that it should not have slippage while buffing as it need some human rated pressure			7	2	5	
PC9. Start buffing uneven hand cut left out tread portion uniformly from one end to another end and circumferentially			7	2	5	
PC10. Extra care must be taken wherever defect / mark is given by carcass inspecting inspector			5	2	3	
PC11. With the help of lamp / light see the condition of inside portion of the tyre			5	2	3	

		PC12. Make carcass top surface rough with teethed grinder	5	2	3
		PC13. Clean manually and remove all lose dust rubber particle with the help of brush / by blowing air blast	5	2	3
		PC14. Once again check tyre circumferentially for any non - uniformity on buffing	4	2	2
		PC15. Unload tyre with the help of Hoist / table	4	2	2
		PC16. Mark Ok mark on tyre and keep in OK row for next operation	4	2	2
	Health & Safety	PC17. Handle the material using hand gloves and other safety equipment.	4	2	2
		PC18. All protecting measure like Eye goggle , nose mask etc are very important to put before this operation	6	2	4
		PC19. Carefully handle Buffing shaft with grinder / tool which has sharp teeth	6	2	4
		PC20. Adhere to all safety norms (such as wearing protective gloves and shoes, safety mask etc)	4	2	2
		PC21. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	2	2	0
			100	40	60
RSC/N500 1 To Carry Out Housekee ping	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
	PC24. Replenish any necessary supplies or consumables		3	3	0
			100	70	30
RSC/N500 2 To Carry Out Reporting And Document ation	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
	Information Security	PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
		PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
		PC10. Inform the appropriate authority of requests for information received	6	6	0

			100	60	40
RSC/N500 3 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/N500 4 To Carry Out Problem Identificati on And Escalation	Problem Identification	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0

		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an identified problem	2	2	0
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1
		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
			100	70	30