

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY



Contents

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

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- QA Technician (Latex)

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Latex

OCCUPATION: Quality control

REFERENCE ID: RSC/ Q 0402

ALIGNED TO: NCO-2004/NIL

Brief Job Description: A QA Technician is responsible to control/assure the quality of latex products with proper instruction and training in the areas of production, inspection, packing, sterilization and product testing.

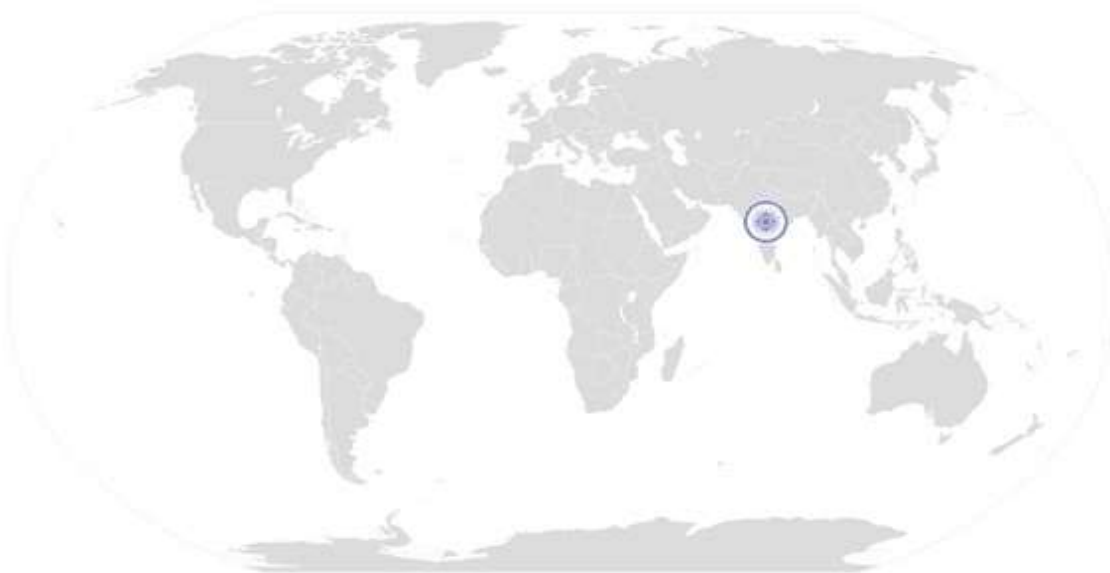
Personal Attributes: This job requires the individual to be patient, honest and trustworthy. He should be able to concentrate well and finish tasks within the specified timelines. He should be smart enough to identify the quality issues and strict in order to maintain the quality standards.

Job Details	Qualifications Pack Code	RSC/ Q 0402		
	Job Role	QA Technician (Latex)		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Latex	Last reviewed on	02/12/14
	Occupation	Quality Control	Next review date	02/12/15
	NSQC Cleanance on	18/06/2015		

Job Role	QA Technician (Latex)
Role Description	The QA Technician is responsible to control/assure the quality of latex products with proper instruction and training in the areas of production, inspection, packing, sterilization and product testing.
NSQF level	5
Minimum Educational Qualifications*	Diploma/Graduate
Maximum Educational Qualifications*	Masters in Science
Training (Suggested but not mandatory)	Training on quality control procedures
Minimum Job Entry Age	18 years
Experience	Worked as an assistant technician/inspector for 2-3 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. RSC/ N 0405 (Quality assurance at all the stages of production) 2. RSC/ N 5001 (To carry out housekeeping) 3. RSC/ N 5002 (To carry out reporting and documentation) 4. RSC/ N 5003 (To carry out quality checks) 5. 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 carrying out quality assurance of latex products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.

Quality assurance at all the stages of production

Unit Code	RSC / N 0405
Unit Title (Task)	Quality assurance at all the stages of production
Description	This unit is about carrying out quality assurance of latex products w.r.t materials procured, compounded, manufactured, inspected, packed and tested.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in the working area • Equipment preparation and calibration of instruments to be used in the quality testing process. • Collect samples • Carry out tests as per laid down method • Analysis, interpretation, judgment and reporting • Record Keeping
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Sample Collection	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Draw sample of the material from the lot to be tested as per standard procedures (SOP)</p> <p>PC2. Sampling should be as per the guidelines</p> <p>PC3. Identify the sample by labeling/numbering as per SOP</p>
Equipment readiness	<p>PC4. Identify the most appropriate equipment for testing as per the SOP</p> <p>PC5. Calibrate /verify/validate the testing equipment periodically as per SOP</p> <p>PC6. Identify defective equipment/apparatus and steps to be taken as per SOP</p>
Quality Assurance	<p>PC1. Carry out testing of latex products as per the standards</p> <p>PC2. Follow statistical quality control procedures</p> <p>PC3. Work according to laboratory procedures ,standards and testing procedures</p> <p>PC4. Check product parameters through on line and off line test procedures</p> <p>PC5. Communicate tag for the batch marking to the downstream team and upstream teams</p> <p>PC6. Carry out Inspection and packing controls and procedures</p> <p>PC7. Confirm product dimensions and weight controls</p> <p>PC8. Ensure that the material is not altered in any way during checking</p>

RSC / N 0405
Quality assurance at all the stages of production

	<p>PC9. Record dimensions in check sheet</p> <p>PC10. Carry out Q C audit and quality procedures.</p> <p>PC11. Pre shipment inspection and lot release</p> <p>PC12. Comparison of the vendor supplied product specifications with standards for accept/reject criteria up on lab testing</p> <p>PC13. GMP and other quality standards / procedure observances</p>
Recording and Reporting	<p>PC1. Record and maintain data as per company standards (SOP)</p> <p>PC2. Ensure that reports/records are accurate and clear</p> <p>PC3. Release or Hold the material as per finding for further processing.</p> <p>PC4. Take up the results of the findings with supplier/QA in-charge/appropriate authority.</p> <p>PC5. Inform concerned persons for rectifications, if needed in specified time limit</p>
Health & Safety	<p>PC1. Handle the equipments and samples properly</p> <p>PC2. Conduct the quality checks wearing the appropriate attire and safety gears</p> <p>PC3. Precaution for dust / chemical inhaling and handling</p> <p>PC4. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Material Disposal	<p>PC1. Dispose all materials used in the QA test safely as per Health and Safety management system of the company</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Company's quality policies and acceptance standards for raw materials, processed and final product.</p> <p>KA2. Organisational Coding system of raw material, compounds and products</p> <p>KA3. Chemicals and Latex used in the industry and their function</p> <p>KA4. Different quality management systems</p> <p>KA5. Principles of good quality assurance practices applicable in the workplace</p> <p>KA6. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA7. Importance of quality and damage checks</p> <p>KA8. Importance of identifying non-conforming products</p> <p>KA9. Risk and impact of not following defined procedures/work instructions</p>

Quality assurance at all the stages of production

	<p>KA10. Escalation matrix for reporting identified issues</p> <p>KA11. Types of documentation in organization and importance of the same</p> <p>KA12. Records to be maintained and implications of non-maintenance of the same</p> <p>KA13. Company manual and from where to attain it</p> <p>KA14. Importance of housekeeping & good shop floor practices</p> <p>KA15. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA16. Personal protection (Which protective equipment to be used and how)</p> <p>KA17. Impact of poor practices on health, safety and environment</p> <p>KA18. Potential hazards and actions to minimize the same</p> <p>KA19. Escalation matrix and escalation procedure for reporting hazards.</p> <p>KA20. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA21. Handover/ Takeover the equipment/ work area as per company's SOP</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of chemistry, physics, arithmetic and statistical quality control procedures</p> <p>KB2. Knowledge on different standard reference material for quality control.</p> <p>KB3. Awareness of Shelf life procedures, both accelerated and real time ageing methods.</p> <p>KB4. Procedure to maintain museum samples of the products dispatched and its periodical validations</p> <p>KB5. Awareness of Latex allergy, latex toxicity, its standards and test procedures.</p> <p>KB6. Awareness of various sterilization procedures and validation of sterilizing equipment</p> <p>KB7. Hygiene procedures and clean room applications</p> <p>KB8. On line and off line sampling procedures for product quality analysis and audit.</p> <p>KB9. Labor training procedures for each job applications.</p> <p>KB10. Product complaint handling and its analyses.</p> <p>KB11. Role of different raw materials in latex compounding, processing/ product manufacturing and performance</p> <p>KB12. Use of Computer/application software</p> <p>KB13. Knowledge of latex products manufacturing machine, testing, inspection, packing machines & its operations</p> <p>KB14. Knowledge of lab equipment and its handling</p>

	<p>KB15. Specifications of materials tested and its importance in the release system</p> <p>KB16. National/International standard quality test methods for different materials</p> <p>KB17. Knowledge lab chemicals and preparations</p> <p>KB18. Methods/techniques used for labeling samples</p> <p>KB19. Procedure (SOP) to be followed in case the sample is unfit for test</p> <p>KB20. Statistical analysis of test data</p> <p>KB21. Implications (impact on internal/external customers) of defective products, materials or components.</p> <p>KB22. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents</p> <p>KB23. Medical products handling procedures</p> <p>KB24. Methods and techniques involved in evaluating information</p> <p>KB25. Importance of proper record maintenance</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail</p> <p>SA2. Maintain proper records as per given format</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB2. Read images, graphs, diagrams</p> <p>SB3. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communication with upstream and downstream teams</p> <p>SA7. Communicate with job owners like sample originating section, supplier etc.</p> <p>SA8. Work in a team and other behavioral skills required to support the small group activities (Eg. Quality Circle, Cross Functional Team, Suggestion Scheme)</p> <p>SA9. Disclose information only to those who have the right and need to know it.</p> <p>SA10. Communicate confidential and sensitive information discretely to authorized person as per SOP</p>
Integrity	

Quality assurance at all the stages of production

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Practice honesty with respect to company property and time</p> <p>SB2. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB3. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Take responsibility for completing one’s own work assignment</p> <p>SB5. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SB6. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SB7. Is open to new ways of doing things</p> <p>SB8. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Avoid absenteeism</p> <p>SB10. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB11. Work in disciplined lab environment</p> <p>SB12. Be punctual</p>
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 equipment/apparatus</p> <p>SB2. Handle latex compound and products</p> <p>SB3. Complex sample components</p> <p>SB4. Perform computer operations</p>
	<p>Qualification centric</p>
	<p>SB7. Application of basic sciences and mathematics</p> <p>SB8. Application of statistics</p> <p>SB9. Use of computer/ application software</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Apply appropriate technique/method for various types of products to meet</p>

RSC / N 0405

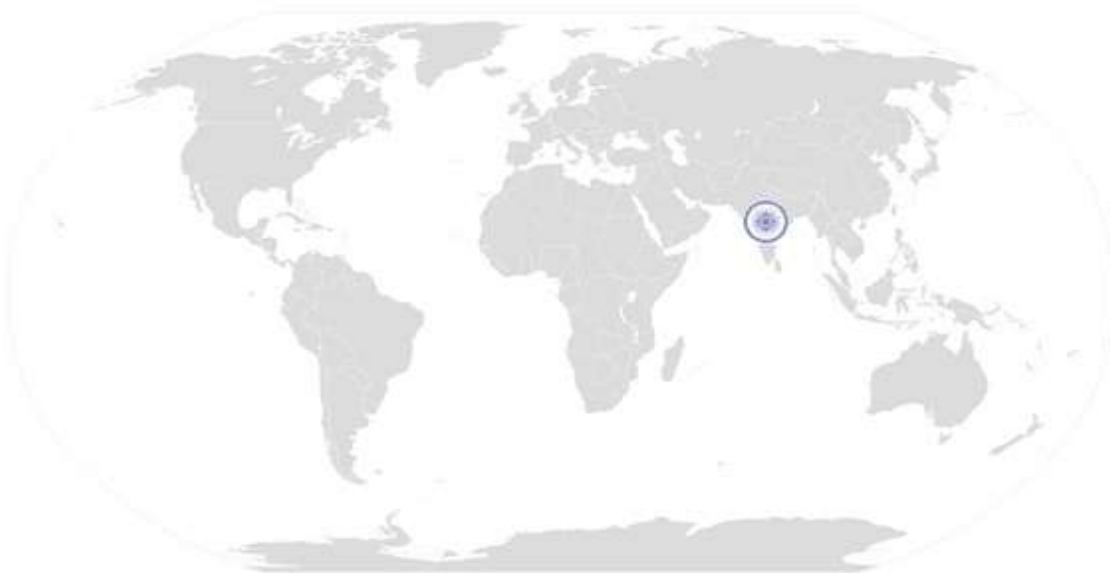
Quality assurance at all the stages of production

	<p>desired purpose</p> <p>SB11. Interpret data and analyse results</p> <p>SB12. Suggest improvements(if any) in process/product/materials based on results and experience</p>
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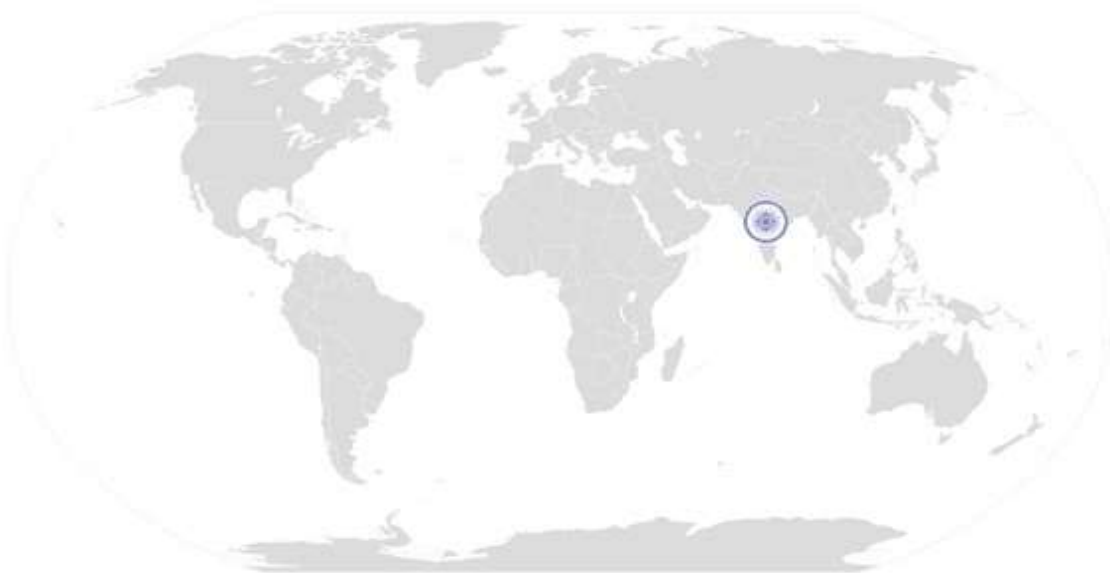


RSC / N 0405
Quality assurance at all the stages of production
NOS Version Control

NOS Code	RSC / N 0405		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Latex	Last reviewed on	02/12/14
Occupation	Quality Control	Next review date	02/12/15


[Back to QP](#)

National Occupational Standard



Overview

This unit is about carrying out housekeeping

RSC / N 5001
Carry Out Housekeeping Activities

National Occupational Standard

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	PC15. Ensure that there is no oily substance on the floor to avoid slippage

Carry Out Housekeeping Activities

<p>activities</p>	<p>PC16. Ensure that no scrap material is lying around PC17. Maintain and store housekeeping equipment and supplies PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored PC21. Dispose the waste garnered from the activity in an appropriate manner PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p>General</p>	<p>PC23. Maintain schedules and records for housekeeping duty PC24. Replenish any necessary supplies or consumables</p>
<p>Knowledge and Understanding (K)</p>	
<p>A.</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work KB2. How to inspect a work area to decide what cleaning it needs KB3. Methods and materials that used for cleaning variety of surfaces KB4. The types of cleansing agents that are not to be mixed together KB5. The correct method for cleaning equipment and/or machinery used during your work KB6. The importance of personal protective equipment KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used KB8. The correct sequence for cleaning the work area KB9. The time taken by the treatment to work KB10. The importance of following manufacturer's instructions on cleaning agents KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments KB12. The importance of applying treatments evenly and the effect of not doing this KB13. Process of cleaning the surfaces without causing injury or damage KB14. The method to check the treated surface and equipment on completion of cleaning KB15. Procedures for reporting any unidentified soiling KB16. Procedures for disposing off waste</p>

Carry Out Housekeeping Activities

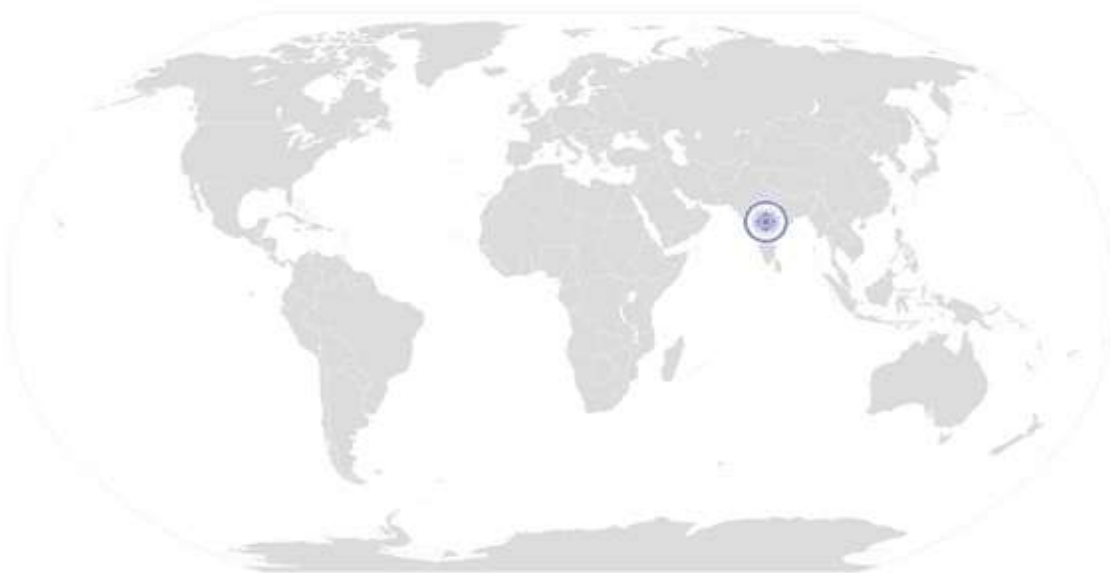
	<p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>

Carry Out Housekeeping Activities

	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	Reliability
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>



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



[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 an appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
Information Security	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p>

To Carry Out Reporting And Documentation

	<p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>	

To Carry Out Reporting And Documentation

	Motivation
	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 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Latex	Last reviewed on	14/06/14
Occupation	Quality Control	Next review date	14/06/15



[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

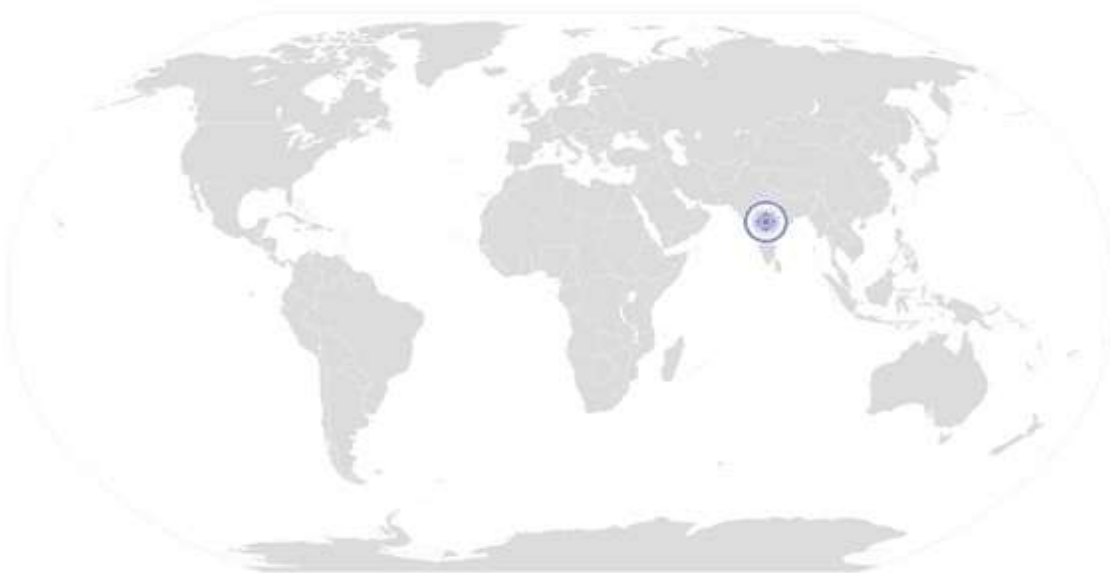
	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable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

NOS Version Control

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



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

To Carry Out Problem Identification And Escalation

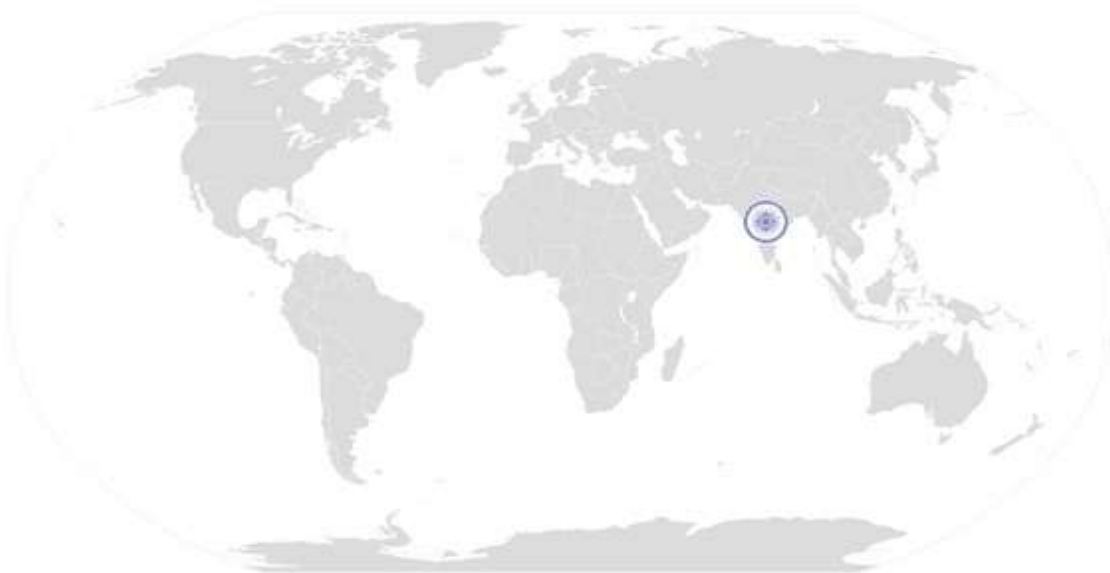
	<p>problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure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

To Carry Out Problem Identification And Escalation

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

NOS Version Control

NOS Code	RSC / N 5004		
Credits(NSQF)	TBD	Version number	1.0
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Industry Sub-sector	Latex	Last reviewed on	14/06/14
Occupation	Quality Control	Next review date	14/06/15



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role QA Technician (Latex)
Qualification Pack RSC/ Q 0402
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 0405 Quality assurance of latex	Sample Collection	PC1. Draw sample of the material from the lot to be tested as per standard procedures (SOP)	1	1	0
		PC2. Sampling should be as per the guidelines	2	0	2
		PC3. Identify the sample by labeling/numbering as per SOP	1	1	0
	Equipmen	PC4. Identify the most appropriate equipment for testing as per the SOP	4	2	2

products w.r.t materials procured, compounded, manufactured,	t readiness	PC5. Calibrate /verify/validate the testing equipment periodically as per SOP	8	2	6
		PC6. Identify defective equipment/apparatus and steps to be taken as per SOP	4	2	2
	Quality Assurance	PC7. Carry out testing of latex products as per the standards	9	3	6
		PC8. Follow statistical quality control procedures	8	5	3
		PC9. Work according to laboratory procedures ,standards and testing procedures	2	0	2
		PC10. Check product parameters through on line and off line test procedures	5	2	3
		PC11. Communicate tag for the batch marking to the downstream team and upstream teams	3	3	0
		PC12. Carry out Inspection and packing controls and procedures	5	0	5
		PC13. Confirm product dimensions and weight controls	5	2	3
		PC14. Ensure that the material is not altered in any way during checking	5	2	3
		PC15. Record dimensions in check sheet	2	0	2
		PC16. Carry out Q C audit and quality procedures.	4	0	4
		PC17. Pre shipment inspection and lot release	4	2	2
		PC18. Comparison of the vendor supplied product specifications with standards for accept/reject criteria up on lab testing	6	4	2
		PC19. GMP and other quality standards / procedure observances	2	2	0
	Recording and Reporting	PC20. Record and maintain data as per company standards (SOP)	2	0	2
		PC21. Ensure that reports/records are accurate and clear	2	0	2
		PC22. Release or Hold the material as per finding for further processing.	2	2	0
		PC23. Take up the results of the findings with supplier/QA in-charge/appropriate authority.	2	2	0
	Health & Safety	PC24. Inform concerned persons for rectifications, if needed in specified time limit	2	2	0
PC25. Handle the equipments and samples properly		3	0	3	
PC25. Conduct the quality checks wearing the appropriate attire and safety gears		3	0	3	
PC26. Precaution for dust / chemical inhaling and handling		1	0	1	
Material Disposal	PC27. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)	1	1	0	
	PC28. Dispose all materials used in the QA test safely as per Health and Safety management system of the company	2	0	2	
		100	40	60	

RSC/N500 1 To Carry Out Housekeep ing	Pre housekee ping 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
	Operation s	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 housekee ping 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/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 Document ation	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
	Informati on Security	PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
		PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
			PC10. Inform the appropriate authority of requests for information received	6	6
			100	60	40
RSC/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 Identificat ion And Escalation	Problem Identificat ion	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