

# Regional Parts Manager

QP Code: ASC/Q0606

NSQF Level: 6

Automotive Skills Development Council || Automotive Skills Development Council, Sat Paul Mittal  
Building, 1/6, Siri Institutional Area  
August Kranti Marg (Khel Gaon Marg) New Delhi - 110049

## Qualification Pack

### Contents

ASC/Q0606: Regional Parts Manager .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
ASC/N0001: Plan and organise work to meet expected outcomes .....	5
ASC/N0002: Work effectively in a team .....	9
ASC/N0003: Maintain a healthy, safe and secure working environment .....	13
ASC/N0004: Manage customer relationship and quality service .....	17
ASC/N0005: Supervise and evaluate performance .....	22
ASC/N0606: Manage operations to ensure availability of spare parts and settle claims .....	27
Assessment Guidelines and Weightage .....	33
<i>Assessment Guidelines</i> .....	33
<i>Assessment Weightage</i> .....	33
Acronyms .....	35
Glossary .....	36

## Qualification Pack

### ASC/Q0606: Regional Parts Manager

#### Brief Job Description

A Regional parts Manager is responsible for managing spare parts business for the OEM across the region. The individual manages and ensures spare parts movement.

#### Personal Attributes

The individual should have the knowledge of handling spare parts, inventory analysis and maintaining relevant relationships with suppliers and customers. The individual should have the understanding of the systems and procedures for parts storage and the supervisory skills to handle and manage the spare parts personnel working under him. The individual should handle and manage the spare parts related issues and claims. The individual should be proactive and customer centric and should have good communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [ASC/N0001: Plan and organise work to meet expected outcomes](#)
2. [ASC/N0002: Work effectively in a team](#)
3. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
4. [ASC/N0004: Manage customer relationship and quality service](#)
5. [ASC/N0005: Supervise and evaluate performance](#)
6. [ASC/N0606: Manage operations to ensure availability of spare parts and settle claims](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service (Oem)
<b>Occupation</b>	Service & Spare Parts Business
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.0701

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	Diploma (Automotive/Mechanical Engineering) with 2-3 Years of experience For other qualifications OR Diploma (Automotive/Mechanical Engineering) with 0-6 Months of experience ASDC Regional Parts Manager certificate or Post graduate degree/Diploma in Automotive or Mechanical Engineering OR Diploma (Automotive/Mechanical Engineering)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	On the job training Desirable for ASDC Regional Parts Manager certificate or Post graduate degree/Diploma in automotive or mechanical engineering Compulsory for all other qualifications
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/07/2013
<b>Next Review Date</b>	31/03/2020
<b>NSQC Approval Date</b>	05/08/2015
<b>Version</b>	1.0

## Qualification Pack

### ASC/N0001: Plan and organise work to meet expected outcomes

#### Description

This NOS unit is about planning and organising an individuals work in order to complete it to the required standards on time.

#### Scope

This unit/task covers the following:

- work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards
- appropriate use of resources (both material / equipments and manpower)

#### Elements and Performance Criteria

*Work requirements including various activities within the given time and set quality standards*

To be competent, the user/individual on the job must be able to:

- PC1.** keep immediate work area clean and tidy
- PC2.** treat confidential information as per the organisations guidelines
- PC3.** work in line with organisations policies and procedures
- PC4.** work within the limits of job role
- PC5.** obtain guidance from appropriate people, where necessary
- PC6.** ensure work meets the agreed requirements

*Appropriate use of resources*

To be competent, the user/individual on the job must be able to:

- PC7.** establish and agree on work requirements with appropriate people
- PC8.** manage time, materials and cost effectively
- PC9.** use resources in a responsible manner

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
- KU2.** the limits of responsibilities and when to involve others
- KU3.** specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this
- KU5.** how to prioritize workload according to urgency and importance and the benefits of this
- KU6.** the organisations policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of work

## Qualification Pack

- KU8.** who to obtain guidance from and the typical circumstances when this may be required
- KU9.** the purpose and value of being flexible and adapting work plans
- KU10.** how to complete tasks accurately by following standard procedures
- KU11.** technical resources needed for work and how to obtain and use these

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in at least one language
- GS2.** read instructions, guidelines/procedures
- GS3.** ask for clarification and advice from appropriate persons
- GS4.** communicate orally with colleagues
- GS5.** make a decision on a suitable course of action appropriate for accurately completing the task within resources
- GS6.** agree objectives and work requirements
- GS7.** plan and organise work to achieve targets and deadlines
- GS8.** deliver consistent and reliable service to customers
- GS9.** check own work and ensure it meets customer requirements
- GS10.** anomalies to the concerned persons
- GS11.** analyse problems and identify work-arounds taking help from
- GS12.** apply own judgement to identify solutions in different situations

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work requirements including various activities within the given time and set quality standards</i>	<b>16</b>	<b>47</b>	-	-
<b>PC1.</b> keep immediate work area clean and tidy	2	9	-	-
<b>PC2.</b> treat confidential information as per the organisations guidelines	2	6	-	-
<b>PC3.</b> work in line with organisations policies and procedures	3	8	-	-
<b>PC4.</b> work within the limits of job role	3	6	-	-
<b>PC5.</b> obtain guidance from appropriate people, where necessary	3	7	-	-
<b>PC6.</b> ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	<b>9</b>	<b>28</b>	-	-
<b>PC7.</b> establish and agree on work requirements with appropriate people	3	9	-	-
<b>PC8.</b> manage time, materials and cost effectively	3	11	-	-
<b>PC9.</b> use resources in a responsible manner	3	8	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0001
<b>NOS Name</b>	Plan and organise work to meet expected outcomes
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Auto Components /Aggregates Repair
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	10/06/2013
<b>Next Review Date</b>	10/06/2015
<b>NSQC Clearance Date</b>	20/07/2015



## Qualification Pack

### ASC/N0002: Work effectively in a team

#### Description

This NOS unit is about working effectively with colleagues, either in individuals own work group or in other work groups within organisation

#### Scope

This unit/task covers the following: Colleagues: Superiors Members of own work group People in other work groups within or outside the organisation Communicate: Face-to-face By telephone In writing

- Superiors
- Members of own work group
- People in other work groups within or outside the organisation
- Face-to-face
- By telephone
- In writing

#### Elements and Performance Criteria

##### *Effective communication*

To be competent, the user/individual on the job must be able to:

- PC1.** maintain clear communication with colleagues
- PC2.** work with colleagues
- PC3.** pass on information to colleagues in line with organisational requirements
- PC4..** work in ways that show respect for colleagues
- PC5.** carry out commitments made to colleagues
- PC6.** let colleagues know in good time if cannot carry out commitments, explaining the reasons
- PC7.** identify problems in working with colleagues and take the initiative to solve these problems
- PC8.** follow the organisations policies and procedures for working with colleagues
- PC9.** ability to share resources with other members as per priority of tasks

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect

## Qualification Pack

- KU6.** whether not meeting commitments, will have implications on individuals and the organisation
- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete well written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** check that the work meets customer requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** apply problem solving approaches in different situations
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective communication</i>				
<b>PC1.</b> maintain clear communication with colleagues	4	10	-	-
<b>PC2.</b> work with colleagues	2	7	-	-
<b>PC3.</b> pass on information to colleagues in line with organisational requirements	3	8	-	-
<b>PC4..</b> work in ways that show respect for colleagues	3	8	-	-
<b>PC5.</b> carry out commitments made to colleagues	2	8	-	-
<b>PC6.</b> let colleagues know in good time if cannot carry out commitments, explaining the reasons	2	8	-	-
<b>PC7.</b> identify problems in working with colleagues and take the initiative to solve these problems	4	9	-	-
<b>PC8.</b> follow the organisations policies and procedures for working with colleagues	3	9	-	-
<b>PC9.</b> ability to share resources with other members as per priority of tasks	2	8	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0002
<b>NOS Name</b>	Work effectively in a team
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Maintenance
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	23/09/2013
<b>Next Review Date</b>	30/09/2015
<b>NSQC Clearance Date</b>	28/09/2015

## Qualification Pack

### ASC/N0003: Maintain a healthy, safe and secure working environment

#### Description

This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security

#### Scope

This unit/task covers the following:

- Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises

#### Elements and Performance Criteria

##### *Resources needed to maintain a safe, secure working environment*

To be competent, the user/individual on the job must be able to:

- PC1.** comply with organisations current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3..** Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
- PC4.** identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority
- PC5.** report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected
- PC6.** follow organisations emergency procedures for accidents, fires or any other natural calamity
- PC7.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC8.** complete all health and safety records are updates and procedures well defined

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards

## Qualification Pack

- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Resources needed to maintain a safe, secure working environment</i>				
<b>PC1.</b> comply with organisations current health,safety and security policies and procedures	3	9	-	-
<b>PC2.</b> report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
<b>PC3..</b> Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.	3	10	-	-
<b>PC4.</b> identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
<b>PC5.</b> report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected	3	9	-	-
<b>PC6.</b> follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
<b>PC7.</b> identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
<b>PC8.</b> complete all health and safety records are updates and procedures well defined	2	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0003
<b>NOS Name</b>	Maintain a healthy, safe and secure working environment
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Auto Components/Aggregates Repair
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	10/06/2013
<b>Next Review Date</b>	10/06/2015
<b>NSQC Clearance Date</b>	20/07/2015



## Qualification Pack

### ASC/N0004: Manage customer relationship and quality service

#### Description

This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.

#### Scope

This unit/task covers the following:

- understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience
- resolve complete customer queries, issues & complaints timely including settlement of warranty claims and other performance related issues as per the various terms & conditions and guidelines

#### Elements and Performance Criteria

##### *Manage the total customer satisfaction with enriching & pleasant customer experience*

To be competent, the user/individual on the job must be able to:

- PC1.** . analyse and comprehend all customer requirements and needs
- PC2.** . document complete customer requisites and assess them
- PC3.** . deliver and assist in delivering as per the noted requirements
- PC4.** . understand complete customer queries and complaints
- PC5.** . document all customer queries in the prescribed format of the organisation
- PC6.** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC6..** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC7.** . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework
- PC8.** . document feedbacks and reviews from the customers & implement within the framework of the organization
- PC9.** . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures within ones own organisation
- KU2.** standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation
- KU3.** framework and guidelines as prescribed by the organisation for query and complaint redressal

## Qualification Pack

- KU4.** customer Relationship Management (CRM) related framework provided by the organisation
- KU5.** terms & conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the various auto components/ aggregates
- KU6.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
- KU7.** organisational and professional code of ethics and standards of practice
- KU8.** safety and health policies and regulations for the workplace
- KU9.** the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer
- KU10.** detailed technical and performance specifications of the auto component for various OEM vehicles
- KU11.** how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team
- KU12.** documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle
- KU13.** requirements of the customers and suggest delivery accordingly
- KU14.** software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
- KU15.** software or format used to capture for Customer Relationship Management (CRM) within the organisation
- KU16.** how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)
- GS2.** either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer
- GS3.** write in at least one language
- GS4.** read feedback from customers on warranty and other performance related aspects
- GS5.** read the specific requirements, queries that the customer may have on various auto components including any specific technical query
- GS6.** read brochures and technical specifications of the vehicle provided by the OEM and channel partner (Dealership)
- GS7.** read policies and regulations pertinent to the job
- GS8.** interact with the customers for getting their requirements, queries and feedbacks

## Qualification Pack

- GS9.** interact with organisations internal stakeholders for efficient customer relationship management interact with team members to work efficiently
- GS10.** analyse information and evaluate results to choose the best solution and solve problems
- GS11.** analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
- GS12.** plan work assigned on a daily basis
- GS13.** follow up regularly on potential complaints, issues raised by the customer
- GS14.** ensure that customer needs are assessed and satisfactory service is provided
- GS15.** ensure that performance of the auto component is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms & conditions mandated by either the OEM or the auto component manufacturer
- GS16.** analyse all the complaints, queries or issues raised by the customers to either the OEM channel partner/ auto component dealer/ retailer in the market
- GS17.** deliver and act as per the organisation provided/guided resolutions
- GS18.** liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
- GS19.** evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
- GS20.** assess time and cost required for customer resolution based on complaints, problems or queries identified
- GS21.** evaluate and identify key customer experience enhancing areas
- GS22.** evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
- GS23.** evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</i>				
<b>PC1.</b> . analyse and comprehend all customer requirements and needs	5	8	-	-
<b>PC2.</b> . document complete customer requisites and assess them	2	7	-	-
<b>PC3.</b> . deliver and assist in delivering as per the noted requirements	3	8	-	-
<b>PC4.</b> . understand complete customer queries and complaints	3	8	-	-
<b>PC5.</b> . document all customer queries in the prescribed format of the organisation <b>PC6.</b> ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	2	7	-	-
<b>PC6..</b> ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	5	9	-	-
<b>PC7.</b> . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework	5	9	-	-
<b>PC8.</b> . document feedbacks and reviews from the customers & implement within the framework of the organization	2	7	-	-
<b>PC9.</b> . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0004
<b>NOS Name</b>	Manage customer relationship and quality service
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Auto Finance and Insurance
<b>Occupation</b>	Vehicle Sales
<b>NSQF Level</b>	5
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	17/07/2013
<b>Next Review Date</b>	17/07/2015
<b>NSQC Clearance Date</b>	20/07/2015

## Qualification Pack

### ASC/N0005: Supervise and evaluate performance

#### Description

This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

#### Scope

This unit/task covers the following:

- supervise all activities performed by subordinates and reporting executives and evaluate their performance
- ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines

#### Elements and Performance Criteria

##### *Supervise & evaluate performance of all subordinates and reporting executives*

To be competent, the user/individual on the job must be able to:

- PC1..** set goals and targets as per organisational directives for all reporting executives
- PC2..** create quantified measures and metrics to analyse the performance delivered by subordinates
- PC3..** set tangible and achievable incentives for subordinates as per the goals and targets assigned
- PC4..** ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
- PC5..** monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals
- PC6.** evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization
- PC7..** assist and support reporting executives whenever necessary or applicable
- PC8..** document all performance indicators and metrics of subordinates in the prescribed format of organisation
- PC9..** perform all appraisal related process flow for subordinates, as per respective performance documents
- PC10.** handover all the documents and appropriate support measures to human resources department for official records
- PC11.** ensure and implement proper process flow for feedbacks and queries received from subordinates

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2.** operating procedures for query and problem reporting and their redressal in the organisation
- KU3.** framework and guidelines prescribed by the organisation for query and problem redressal
- KU4.** framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** institutional and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** documentation requirements for appraisals and other performance evaluations of various subordinate positions
- KU9.** process flow for performance evaluation, documentation and appraisals related with them
- KU10.** subordinate and reporting executives problems and queries and documenting it in the organisations prescribed format
- KU11.** redressal documentations mechanisms available in the organization and acting accordingly in a timely manner
- KU12.** software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate information and ideas in writing so that the subordinates and peers can understand
- GS2.** create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
- GS3.** write at least one local language
- GS4.** read reviews from subordinates in terms of their requirements, queries and feedbacks
- GS5.** read appraisal documents related with any of subordinating position
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
- GS8.** interact with organisations internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation
- GS9.** analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: rewards and recognition schemes promotion transfer to other work stream nominate for an executive training any other monetary or non-monetary benefits
- GS10.** plan work on a daily basis to ensure higher levels of motivated within the teams supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate

## Qualification Pack

- GS11.** ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
- GS12.** analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
- GS13.** deliver and act as per the organisation provided/guided resolutions
- GS14.** evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
- GS15.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
- GS16.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise &amp; evaluate performance of all subordinates and reporting executives</i>				
<b>PC1..</b> set goals and targets as per organisational directives for all reporting executives	4	7	-	-
<b>PC2..</b> create quantified measures and metrics to analyse the performance delivered by subordinates	4	7	-	-
<b>PC3..</b> set tangible and achievable incentives for subordinates as per the goals and targets assigned	3	8	-	-
<b>PC4..</b> ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines	3	8	-	-
<b>PC5..</b> monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals	3	8	-	-
<b>PC6.</b> evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Organization	3	7	-	-
<b>PC7..</b> assist and support reporting executives whenever necessary or applicable	2	5	-	-
<b>PC8..</b> document all performance indicators and metrics of subordinates in the prescribed format of organisation	2	5	-	-
<b>PC9..</b> perform all appraisal related process flow for subordinates, as per respective performance documents	2	5	-	-
<b>PC10.</b> handover all the documents and appropriate support measures to human resources department for official records	1	5	-	-
<b>PC11.</b> ensure and implement proper process flow for feedbacks and queries received from subordinates	3	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0005
<b>NOS Name</b>	Supervise and evaluate performance
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Auto Components (Manufacturers & Dealers)
<b>Occupation</b>	Auto Components After Market Sales & Service
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/07/2013
<b>Next Review Date</b>	26/07/2015
<b>NSQC Clearance Date</b>	

## Qualification Pack

# ASC/N0606: Manage operations to ensure availability of spare parts and settle claims

## Description

This OS unit is about an individual managing the operations and activities related to spare parts availability, maintenance and claims.

## Scope

This unit/task covers the following:

- spare parts planning and monitoring including maintaining sales records
- monitor spare parts sale and profit along with managing claim settlement across the channel partner (dealers, workshops and distributors)

## Elements and Performance Criteria

### *Manage the operations related to spare parts availability*

To be competent, the user/individual on the job must be able to:

- PC1.** . ensure proper planning for spare parts flow and timely orders by dealers
- PC2.** . maintain proper and timely updated system for better inventory management at dealership network of the assigned area
- PC3.** . fill and maintain records on the dealers systems for proper spare parts inventory reports
- PC4.** . ensure quick and smoother transportation of spare parts from the warehouses to enhance the speed and availability of spare parts
- PC5.** . ensure faster turnaround time for services for providing increased customer satisfaction
- PC6.** . coordinate with dealers and the parts division to ensure outstanding vehicle parts support
- PC7.** . monitor and ensure growth in consumption of spare parts
- PC8.** . meet and exceed OEM parts sales targets for assigned dealers and territories
- PC9.** . maximize overall net profit by exceeding budget, sales and gross margin in his area of responsibility
- PC10.** . improve system and process and ensure availability of parts at optimum inventory level
- PC11.** . establish efficient distribution channels for spare parts delivery to existing dealers
- PC12.** . set up appropriate commercial terms to major dealers including discounts, payment terms etc.
- PC13.** . ensure that order for parts is processed promptly
- PC14.** . set up, control and monitor the system for special and back order parts to reduce cost
- PC15.** . maintain effective parts department processes to ensure timely availability of spare parts
- PC16.** . schedule warranty payments and procedures
- PC17.** . follow up warranty issues
- PC18.** . handle and resolve all warranty claims
- PC19.** . settle and monitor spare parts related claims from the dealership networks against the warranty and replacements

## Qualification Pack

- PC20.** . review every warranty repair order written for proper completion, accuracy and legibility according to the policies and procedures
- PC21..** review all old claims and address any adjustments
- PC22..** investigate about overdue claims
- PC23.** . follow up with dealers for payments and claims documentations
- PC24.** . maintain MIS for warranty claims and payments
- PC25.** . work with the sales and marketing manager to develop merchandising, advertising, and sales promotions
- PC26.** . establish and maintain a good working relationship with dealers
- PC27.** . ensure that all relevant material safety data sheets are maintained for spare parts handling

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation and OEM for responding to enquiries
- KU2.** promotions, discounts, offers available from the OEM
- KU3.** prices, taxes and other applicable cost elements for the spare parts
- KU4.** spare parts warranty related terms and conditions
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** organisational and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** dealers in particular area and their demand and previous sales pattern
- KU9.** how to measure and calculate the previous year performance of OEM and plan targets for next cycle
- KU10.** how to prepare the profit and loss statement for the daily, weekly and monthly spare parts sale
- KU11.** the cost price of the spare part and their MRP pricing methodology
- KU12.** the applicable sales tax and excise duty structure depending on the inter or intra state transport
- KU13.** the minimum stock level required to be maintained
- KU14.** the storage regulations depending on parts requirement
- KU15.** the parts storage facility arrangement depending on the following: number of parts in store spare parts tag number easy handling of parts packing of parts rotation and easy movement of parts
- KU16.** FIFO(First in first out) method of spare parts movement
- KU17.** how to plan the spare parts availability by calculating the following: spare parts annual and monthly sales fast moving and slow moving sales ratio
- KU18.** how to monitor the time required to pack the spare parts and quality of packaging and timely delivery depending on following parameters: delivery of spare parts within 24 hours delivery of spare parts within certain time limit normal delivery of spare parts packaging guidelines of different types of spare parts(small, large, heavy or delicate)

## Qualification Pack

- KU19.** the warranty policy applicable to particular part
- KU20.** the terms and condition of warranty
- KU21.** the tenure for which warranty is applicable
- KU22.** the parameters to be checked before processing and managing claims
- KU23.** how to design and implement plan so as to comply with the new and changed warranty terms and conditions

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** create documentation required on the job (including databases to manage sales and stock of spare parts etc.)
- GS2.** maintain records of spare parts stock, availability, sales target
- GS3.** write in at least one language
- GS4.** read spare parts and stock related reports
- GS5.** read the warranty related claims and change in policy terms and conditions
- GS6.** interact with the dealers to provide information related to spare parts and warranty claims
- GS7.** interact with the dealers to build a positive rapport and influence the purchase decision
- GS8.** Interact with the team
- GS9.** analyse the dealer profiles and offer them all possible options available so that they can choose the best offer
- GS10.** analyse the parts required and inventory level
- GS11.** plan work assigned on a daily basis
- GS12.** plan and project the spare parts inventory and sales target
- GS13.** ensure that the spare parts are delivered on time to provide satisfactory service
- GS14.** ensure that the spare parts inventory is managed carefully
- GS15.** manage and settle warranty claims
- GS16.** identify and analyse the information related to spare parts
- GS17.** identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the operations related to spare parts availability</i>				
<b>PC1.</b> . ensure proper planning for spare parts flow and timely orders by dealers	1	3	-	-
<b>PC2.</b> . maintain proper and timely updated system for better inventory management at dealership network of the assigned area	1	3	-	-
<b>PC3.</b> . fill and maintain records on the dealers systems for proper spare parts inventory reports	1	2	-	-
<b>PC4.</b> . ensure quick and smoother transportation of spare parts from the warehouses to enhance the speed and availability of spare parts	1	3	-	-
<b>PC5..</b> ensure faster turnaround time for services for providing increased customer satisfaction	1	3	-	-
<b>PC6.</b> . coordinate with dealers and the parts division to ensure outstanding vehicle parts support	1	3	-	-
<b>PC7.</b> . monitor and ensure growth in consumption of spare parts	1	3	-	-
<b>PC8.</b> . meet and exceed OEMparts sales targets for assigned dealers and territories	1	3	-	-
<b>PC9.</b> . maximize overall net profit by exceeding budget, sales and gross margin in his area of responsibility	1	3	-	-
<b>PC10.</b> . improve system and process and ensure availability of parts at optimum inventory level	1	3	-	-
<b>PC11..</b> establish efficient distribution channels for spare parts delivery to existing dealers	1	3	-	-
<b>PC12.</b> . set up appropriate commercial terms to major dealers including discounts, payment terms etc.	1	3	-	-
<b>PC13.</b> . ensure that order for parts is processed promptly	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> . set up, control and monitor the system for special and back order parts to reduce cost	1	3	-	-
<b>PC15.</b> . maintain effective parts department processes to ensure timely availability of spare parts	1	3	-	-
<b>PC16.</b> . schedule warranty payments and procedures	1	2	-	-
<b>PC17..</b> follow up warranty issues	0.5	2	-	-
<b>PC18.</b> . handle and resolve all warranty claims	1	3	-	-
<b>PC19..</b> settle and monitor spare parts related claims from the dealership networks against the warranty and replacements	1	3	-	-
<b>PC20.</b> . review every warranty repair order written for proper completion, accuracy and legibility according to the policies and procedures	1	3	-	-
<b>PC21..</b> review all old claims and address any adjustments	1	3	-	-
<b>PC22..</b> investigate about overdue claims	1	3	-	-
<b>PC23.</b> . follow up with dealers for payments and claims documentations	0.5	3	-	-
<b>PC24.</b> . maintain MIS for warranty claims and payments	1	2	-	-
<b>PC25.</b> . work with the sales and marketing manager to develop merchandising, advertising, and sales promotions	0.5	2	-	-
<b>PC26.</b> . establish and maintain a good working relationship with dealers	0.5	2	-	-
<b>PC27.</b> . ensure that all relevant material safety data sheets are maintained for spare parts handling	1	3	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0606
<b>NOS Name</b>	Manage operations to ensure availability of spare parts and settle claims
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service (Oem)
<b>Occupation</b>	Service And Spare Parts Business
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/07/2013
<b>Next Review Date</b>	16/07/2015
<b>NSQC Clearance Date</b>	



## Qualification Pack

### Assessment Guidelines and Assessment Weightage

#### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Recommended Pass % aggregate for QP : 75**

#### Assessment Weightage

##### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	15
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0004.Manage customer relationship and quality service	30	70	-	-	100	15
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	10
ASC/N0606.Manage operations to ensure availability of spare parts and settle claims	25	75	-	-	100	40
<b>Total</b>	<b>160</b>	<b>440</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.