

# Spare Parts Operations Executive Level 5

QP Code: ASC/Q1502

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### ASC/Q1502: Spare Parts Operations Executive Level 5

#### Brief Job Description

A Spare Parts Operations Executive Level 5 manages stocks of spare parts and coordinates with company warehouses/ distributors and auto parts retailers to ensure timely availability and supply of spare parts.

#### Personal Attributes

An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with various internal and external stakeholders to ensure timely and cost effective availability of spares. The individual should be methodological and systematic in his way of working to ensure system oriented way of maintaining records and easy storage/retrieval of spares. The individual must have a strong memory to recall part numbers along with a good eye for details to ensure that parts received are free from any damage.

#### 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/N1502: Manage spare parts inventory](#)
5. [ASC/N1503: Liaise with OEMs & other vendors for timely & accurate delivery of spare parts](#)

#### Qualification Pack (QP) Parameters

|   |   |
|---|---|
| <b>Sector</b>   | Automotive  |
| <b>Sub-Sector</b>   | Automotive Vehicle Service                                    |
| <b>Occupation</b>   | Spare Parts Operations  |
| <b>Country</b>  | India   |
| <b>NSQF Level</b>   | 5   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/4321.0101  |
| <b>Minimum Educational Qualification &amp; Experience</b> | 8th Class with Not applicable of experience<br>Not applicable |

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|  |                     |
|--|---------------------|
| <b>Minimum Level of Education for Training in School</b> |                     |
| <b>Pre-Requisite License or Training</b>                 | On the job training |
| <b>Minimum Job Entry Age</b>                             | 18 Years            |
| <b>Last Reviewed On</b>                                  | 24/06/2013          |
| <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 / equipment's 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
- KU8.** who to obtain guidance from and the typical circumstances when this may be required

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- 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

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### 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

#### 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
- 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

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### 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>       | -             | -          |

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### 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
- 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

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- 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/N1502: Manage spare parts inventory

#### Description

This OS unit is about an individual managing auto spare parts/ components inventory.

#### Scope

This unit/task covers the following: process and complete spare parts order from OEM/ auto component manufacturer maintain stock in the designated area along with the organisational guidelines

#### Elements and Performance Criteria

##### *Manage Spare Parts Inventory*

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

- PC1.** . use the relevant part catalogue to assess the proper part number required for a particular vehicle
- PC2..** forecast the requirements of spare parts/ auto components
- PC3. .** place the spare parts order with the OEM/ relevant supplier
- PC4. .** check and record the orders as per the spare parts requirement
- PC5. .** ensure the stocking area is clear and that there is sufficient storage space before the arrival of expected deliveries
- PC6..** verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors
- PC7. .** ensure deliveries are unloaded safely and securely by following all manual handling requirements
- PC8. .** receive the stock and check for the quantity of the stock items is as per the order placed
- PC9. .** examine and inspect stock items for wear or defects
- PC10. .** ensure that delivery documentation is accurate and as per the organizational guidelines
- PC11..** check delivery records to ensure that organisation's requirements have been met by the suppliers
- PC12. .** liaison with manpower at warehouses of OEM/ auto components as well as the manufacturing plants (in case of emergency) to track the overall process from dispatch to getting delivered to the workshop/ distributor location
- PC13..** ensure proper manage of spare parts to reduce the dead stock by faster stock rotation
- PC14..** carry out regular checks to ensure that the spare parts are stocked at the designated place
- PC15. .** provide accurate, up-to-date parts receipt and stock information to the seniors
- PC16..** minimise the risk of damage to the spare parts, storage system, and surrounding fittings and components
- PC17..** monitor stock inventory levels ensuring appropriate level, ratios and turnovers are maintained
- PC18..** ensure overall upkeep of the premises where spares/ components are stocked and other related equipment and assets are controlled and used effectively

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### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership with respect to manage and upkeep, storage, rotation of spares / auto components
- KU2.** standard operating procedures for replacement of parts mandated by the OEM and issue of routine spares/ lubricants used in maintenance and regular servicing
- KU3.** safety requirements for upkeep of spare, equipment and components as prescribed by the OEM
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities for managing the spares in the designated location
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace as well as for automotive trade in general which includes handling of different spares/ aggregates
- KU7.** various government rules, regulation for transfer/ procurement from other states related to the sales taxes, VAT applicable (including C-form billing)
- KU8.** the technical specifications of various spares/ aggregates used across OEM vehicular products as well as those manufactured by the competitors
- KU9.** how to identify any associated parts that a customer may require in addition to the ones demanded for replacement
- KU10.** how to gather information from the customer to enable correct identification of vehicle make, model, year and variant for ordering and issuing correct spare parts
- KU11.** the manual handling techniques and weights that can be moved without assistance
- KU12.** the process and procedure followed to: Identify spare parts and the relevant numbering system of the type/class of the spare-part and its usage across various OEM variants/ models of the size (in some cases) for its correct applicability receive and accept spare parts store and move parts stock, including maintaining the quality of stock deal with discrepancies and late deliveries record, document and control parts stock maintain health, safety and security when receiving and moving parts
- KU13.** how to evaluate the following cost elements while managing inventory: cost of the spare part cost of ordering cost of storage cost of stock-out
- KU14.** the importance of checking incoming parts stock against requirements
- KU15.** how to record the parts numbering system, parts terminology and any variations in terminology
- KU16.** how to decide new parts locations for parts that have been added to the stock list as a result of newly launched variants/ refreshes to existing model show to handle damaged parts once received from the manufacturer or damaged due to usage
- KU17.** various aspects of retro-fittings and the related parts to be used for retrofitment for the specified batch of vehicles as indicated by the OEM
- KU18.** the plan and process required to carry out spare parts audits both internally and by external OEM manpower to identify dead and slow moving stocks

### Generic Skills (GS)

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

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- GS1.** communicate information and ideas in writing so others will understand
- GS2.** file stock records and complete the receipt of order
- GS3.** write and complete the prescribed formats for placing orders / receiving and maintaining stocks of spares/ auto components
- GS4.** write in at least one language
- GS5.** read instructions mentioned on the job card given by service advisor/supervisors
- GS6.** read to identify the parts using numbering system or any other procedure implemented to locate parts
- GS7.** read and understand various parts catalogue & service circulars (especially relating to oil and lubricant change which have to be issued) by the OEM/ auto components manufacturer
- GS8.** interact with customers in a professional and courteous manner even for the irritable customers
- GS9.** communicate with parts team in departmental issues, business developments, and customer satisfaction. interact with various external stakeholders (including OEM spare parts, auto components field team, Parts distributor, Local Parts Retailers or other external agency) regarding warranty decision and other service and routine maintenance
- GS10.** interact with senior spare parts operator and other team members to work efficiently
- GS11.** decide when to carry out a stock take and audit to identify the dead and slow moving stocks.
- GS12.** decide when to report low levels of stock to the relevant person especially with respect to fast moving spares
- GS13.** decide which grade of grease, lubricant, coolant and oils to stock to maintain the adequate levels as per the market requirements
- GS14.** decide what actions should be taken when the required part is out of stock or cannot be identified
- GS15.** decide when to seek assistance from relevant person in case of difficulties in selecting and issuing parts
- GS16.** plan work according to the required schedule and location
- GS17.** maintain a regular routine for stock checking and audits
- GS18.** organise the local parts retailers who have started stocking of the parts for the new vehicles which have been added to the standard list of parts
- GS19.** organise and maintain timely availability of spare parts
- GS20.** ensure that service provided is of the highest order to ensure higher levels of customer satisfaction
- GS21.** ensure the correct parts are issued for service and repair of the vehicle in the fastest possible time (both from internal stock or getting them from other part retailers/ distributors)
- GS22.** ensure proper and correct issuance of spares to attend the off-road breakdown vehicles
- GS23.** identify complex problems and reviewing related information to develop and evaluate options and implement solutions
- GS24.** take appropriate action in case of damage or faults found in the parts received from the OEM/ component warehouse
- GS25.** take appropriate action in case of stock order discrepancies
- GS26.** take remedial action to resolve any parts receipt and storage problems

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- GS27.** liaison with OEM Spares support or auto component field manpower to ensure proper and timely availability of spares especially in case of VOR (Vehicle OffRoad or Accidental orders placed to ensure timely supply of spares
- GS28.** evaluate the complexity of selection and issuing of spare parts to determine if any assistance is required
- GS29.** analyse and anticipate in the periodic review and audits of the stock to identify dead stock or any slow moving stock
- GS30.** analyse and identify the types and quantities of spare / components that need replenishing
- GS31.** identify the fast moving spares/ components and plan for timely placing of annual/ quarterly orders with the OEM basis the expected consumption
- GS32.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- GS33.** evaluate the information gathered from the customer/ job card to ensure proper issuance of spares required for repair and maintenance of the vehicle

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Manage Spare Parts Inventory</i>   |              |                 |               |            |
| <b>PC1.</b> . use the relevant part catalogue to assess the proper part number required for a particular vehicle  | 2            | 4               | -             | -          |
| <b>PC2.</b> .. forecast the requirements of spare parts/ auto components  | 1            | 4               | -             | -          |
| <b>PC3.</b> . place the spare parts order with the OEM/ relevant supplier   | 1            | 4               | -             | -          |
| <b>PC4.</b> . check and record the orders as per the spare parts requirement  | 1            | 4               | -             | -          |
| <b>PC5.</b> . ensure the stocking area is clear and that there is sufficient storage space before the arrival of expected deliveries  | 1            | 4               | -             | -          |
| <b>PC6.</b> .. verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors  | 2            | 5               | -             | -          |
| <b>PC7.</b> . ensure deliveries are unloaded safely and securely by following all manual handling requirements  | 1            | 5               | -             | -          |
| <b>PC8.</b> . receive the stock and check for the quantity of the stock items is as per the order placed  | 1            | 5               | -             | -          |
| <b>PC9.</b> . examine and inspect stock items for wear or defects   | 1            | 5               | -             | -          |
| <b>PC10.</b> . ensure that delivery documentation is accurate and as per the organizational guidelines  | 1            | 4               | -             | -          |
| <b>PC11.</b> .. check delivery records to ensure that organisation's requirements have been met by the suppliers  | 1            | 5               | -             | -          |
| <b>PC12.</b> . liaison with manpower at warehouses of OEM/ auto components as well as the manufacturing plants (in case of emergency) to track the overall process from dispatch to getting delivered to the workshop/ distributor location | 1            | 4               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC13..</b> ensure proper manage of spare parts to reduce the dead stock by faster stockrotation   | 1            | 5               | -             | -          |
| <b>PC14..</b> carry out regular checks to ensure that the spare parts are stocked at the designated place  | 1            | 5               | -             | -          |
| <b>PC15. .</b> provide accurate, up-to-date parts receipt andstockinformation to the seniors   | 1            | 4               | -             | -          |
| <b>PC16..</b> minimise the risk of damage to the spare parts, storage system, and surrounding fittings and components  | 1            | 4               | -             | -          |
| <b>PC17..</b> monitor stock inventory levels ensuring appropriate level, ratios and turnovers are maintained   | 1            | 5               | -             | -          |
| <b>PC18..</b> ensureoverall upkeep of the premises where spares/ components are stocked and other related equipment and assets are controlled and used effectively | 1            | 4               | -             | -          |
| <b>NOS Total</b>   | <b>20</b>    | <b>80</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                              |
|----------------------------|------------------------------|
| <b>NOS Code</b>            | ASC/N1502                    |
| <b>NOS Name</b>            | Manage spare parts inventory |
| <b>Sector</b>              | Automotive                   |
| <b>Sub-Sector</b>          | Automotive Vehicle Service   |
| <b>Occupation</b>          | Spare Part Operations        |
| <b>NSQF Level</b>          | 5                            |
| <b>Credits</b>             | TBD                          |
| <b>Version</b>             | 1.0                          |
| <b>Last Reviewed Date</b>  | 24/06/2013                   |
| <b>Next Review Date</b>    | 24/06/2015                   |
| <b>NSQC Clearance Date</b> |                              |

## Qualification Pack

### ASC/N1503: Liaise with OEMs & other vendors for timely & accurate delivery of spare parts

#### Description

This OS unit is about an individual to liaise with OEM, auto component manufacturer & other vendors (including part retailers) for timely & accurate delivery of spare parts as per the requirement of vehicles.

#### Scope

This unit/task covers the following: liaise with OEMs and major auto components manufacturers for timely and accurate delivery of spare parts liaise with various auto component distributors for immediate supply of spares develop rapport with other vendors including various local spare parts retailers for delivery of spare parts which are not available otherwise

#### Elements and Performance Criteria

##### *Liaise with OEMs and vendors for timely supply of spares*

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

- PC1.** . use the relevant part catalogue to assess the proper part number required for a particular vehicle
- PC2.** . forecast the requirements of spare parts/ auto components
- PC3.** . place the spare parts order with the OEM/ relevant supplier
- PC4.** . check and record the orders as per the spare parts requirement
- PC5.** . receive the stock and check for the quantity of the stock items is as per the order placed
- PC6.** . manage supplier/ auto component relationships to ensure procurement is done in a cost & time effective manner
- PC7.** . communicate market demand to OEM service function with respect to frequent replacement of particular spares/ aggregates
- PC8.** . provide technical feedback on failure of automotive components and new complaints for timely availability of spare parts
- PC9.** . identify technical problems with products (tools, spare parts, components etc.) and communicate to avoid damage to the procured spare parts
- PC10.** . establish working relationships with OEM spare part managers, manufacturing units for OEM/ auto components to gather technical information from the field
- PC11.** . deliver excellent customer service to external and internal customers by providing timely supply of parts
- PC12.** . support procurement of spares/ aggregates for major projects (where supply of spares is to be ensured at the site of dam/ road construction or any other major project) and business improvement initiatives
- PC13.** . understand the terms and conditions for various AMC/ reconditioned aggregates business to ensure adequate stocking /supply of spares on an urgent basis to avoid any legal implications
- PC14.** . prepare and record supplier performance and regularly report both internally and externally

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- PC15.** . provide accurate, up-to-date parts receipt and stock information to the senior with respect to procurement from local part retailers, distributors on an urgent basis

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership with respect to manage and upkeep, storage, rotation of spares / auto components
- KU2.** standard operating procedures for replacement of parts mandated by the OEM and issue of routine spares/ lubricants used in maintenance and regular servicing
- KU3.** safety requirements for upkeep of spares, equipment and components as prescribed by the OEM
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities for managing the spares in the designated location
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace as well as for automotive trade in general which includes handling of different spares
- KU7.** the technical specifications of various spares/ aggregates used across OEM vehicular products as well as those manufactured by the competitors
- KU8.** relevant and up-to-date knowledge of the supply chain and logistics of operating a trade distribution system
- KU9.** the parts catalogue for newly launched vehicles/ existing refreshes
- KU10.** the negotiation and price analysis across various categories of spares available and cost reduction basis the demand/ supply as per the market intelligence
- KU11.** how to check the parts specifications and contact the supplier in case of discrepancies / damaged spares
- KU12.** how to claim the refund in case of damages stock or if the stock was not received
- KU13.** the suppliers/ component manufacturers terms of business including payment cycle and order systems
- KU14.** how to record the parts numbering system, parts terminology and any variations in terminology
- KU15.** how to liaison and coordinate with automotive spare parts manager, sales & service function and the OEM/ auto component manufacturing plant for the assigned area
- KU16.** various government rules, regulation for transfer/ procurement from other states related to the sales taxes, VAT applicable (including C-form billing)

### Generic Skills (GS)

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

- GS1.** communicate information and ideas in writing so others will understand
- GS2.** write and complete the prescribed formats for placing orders / receiving and maintaining stocks of spares/ auto components
- GS3.** write in at least one language

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- GS4.** read to identify the parts using numbering system or any other procedure implemented to locate parts
- GS5.** read and understand various parts catalogue & service circulars (especially relating to oil and lubricant change which have to be issued) by the OEM/ auto components manufacturer
- GS6.** interact with customers in a professional and courteous manner even for the irritable customers
- GS7.** interact with various external stakeholders (including OEM spare parts, auto components field team, Parts distributor, Local Parts Retailers or other external agency) for quick procurement of spares
- GS8.** follow up customers orders with part suppliers especially in case of VOR (Vehicle Off-Road) and accidental orders are placed
- GS9.** interact with senior spare parts operator and other team members to work efficiently
- GS10.** decide suitable timelines for placing orders like annual/ quarterly or immediately (in case of accidental and VOR orders)
- GS11.** decide when to report low levels of stock to the relevant person especially with respect to fast moving spares and from where to procure it
- GS12.** decide from where the recommended grade of grease, lubricant, coolant and oils to be procured to maintain the adequate levels
- GS13.** decide which supplier/ part retailer can supply the specific parts the customer requires urgently and is out of stock at the warehouse and distributor within a specified delivery time
- GS14.** decide when to seek assistance from the relevant person in case of difficulties in procurement of new or more parts
- GS15.** plan work according to the required schedule and location
- GS16.** maintain a routine for stock checking to ensure timely orders are placed for procurement especially of the fast moving routine spares
- GS17.** liaison with local parts retailers who have started stocking of the parts for the new vehicles which have been added to the standard list of parts
- GS18.** organise and maintain timely availability of spare parts
- GS19.** ensure the correct parts are issued for service and repair of the vehicle in the fastest possible time (both from internal stock or getting them from other part retailers/ distributors)
- GS20.** communicate clearly, politely and accurately with customers and suppliers while procuring and supply of spares
- GS21.** identify complex problems and reviewing related information to develop and evaluate options and implement solutions
- GS22.** take appropriate action in case of damage or faults found in the parts received from the OEM/ component warehouse
- GS23.** take action in case of parts delivery discrepancies
- GS24.** liaison with OEM Spares support or auto component field manpower to ensure proper and timely availability of spares especially in case of VOR (Vehicle Off Road or Accidental orders placed to ensure timely supply of spares
- GS25.** anticipate any problems that are likely to prevent delivery of new parts effectively in the time available
- GS26.** evaluate the complexity of selection and issuing of spare parts to determine if any assistance is required

## Qualification Pack

- GS27.** analyse and identify the types and quantities of spares/ components that need replenishing
- GS28.** identify the fast moving spares/ components and plan for timely placing of annual/ quarterly orders with the OEM basis the expected consumption
- GS29.** evaluate the complexity of ordering of new parts to determine if he/she needs any assistance from the relevant person
- GS30.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- GS31.** evaluate viability of supplier terms of business in order to achieve maximum advantage for the storage facility

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Liaise with OEMs and vendors for timely supply of spares</i>   |              |                 |               |            |
| <b>PC1.</b> . use the relevant part catalogue to assess the proper part number required for a particular vehicle  | 2            | 7               | -             | -          |
| <b>PC2.</b> . forecast the requirements of spare parts/ auto components   | 2            | 7               | -             | -          |
| <b>PC3..</b> place the spare parts order with the OEM/ relevant supplier  | 2            | 7               | -             | -          |
| <b>PC4.</b> . check and record the orders as per the spare parts requirement  | 2            | 5               | -             | -          |
| <b>PC5.</b> . receive the stock and check for the quantity of the stock items is as per the order placed  | 2            | 6               | -             | -          |
| <b>PC6.</b> . manage supplier/ auto component relationships to ensure procurement is done in a cost & time effective manner   | 1            | 4               | -             | -          |
| <b>PC7.</b> . communicate market demand to OEM service function with respect to frequent replacement of particular spares/ aggregates                                   | 2            | 4               | -             | -          |
| <b>PC8.</b> . provide technical feedback on failure of automotive components and new complaints for timely availability of spare parts                                  | 2            | 4               | -             | -          |
| <b>PC9.</b> . identify technical problems with products (tools, spare parts, components etc.)and communicate to avoid damage to the procured spare parts                | 2            | 5               | -             | -          |
| <b>PC10..</b> establish working relationships with OEM spare part managers, manufacturing units for OEM/ auto components to gather technical information from the field | 1            | 5               | -             | -          |
| <b>PC11..</b> deliver excellent customer service to external and internal customers by providing timely supply of parts   | 1            | 4               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC12.</b> support procurement of spares/ aggregates for major projects (where supply of spares is to be ensure at the site of dam/ road construction or any other major project) and business improvement initiatives | 1            | 4               | -             | -          |
| <b>PC13.</b> . understand the terms and conditions for various AMC/ reconditioned aggregates business to ensure adequate stocking /supply of spares on an urgent basis to avoid any legal implications                   | 2            | 4               | -             | -          |
| <b>PC14.</b> . prepare and record supplier performance and regularly report both internally and externally   | 1            | 4               | -             | -          |
| <b>PC15.</b> . provide accurate, up-to-date parts receipt and stock information to the senior with respect to procurement from local part retailers, distributors on an urgent basis                                     | 2            | 5               | -             | -          |
| <b>NOS Total</b>   | <b>25</b>    | <b>75</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | ASC/N1503  |
| <b>NOS Name</b>            | Liaise with OEMs & other vendors for timely & accurate delivery of spare parts |
| <b>Sector</b>              | Automotive   |
| <b>Sub-Sector</b>          | Automotive Vehicle Service   |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 5  |
| <b>Credits</b>             | TBD  |
| <b>Version</b>             | 1.0  |
| <b>Last Reviewed Date</b>  | 24/06/2013   |
| <b>Next Review Date</b>    | 24/06/2015   |
| <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         | 20        |
| ASC/N0002.Work effectively in a team                             | 25           | 75              | -             | -          | 100         | 15        |
| ASC/N0003.Maintain a healthy,safe and secure working environment | 25           | 75              | -             | -          | 100         | 10        |
| ASC/N1502.Manage spare parts inventory                           | 20           | 80              | -             | -          | 100         | 35        |

### Qualification Pack

| National Occupational Standards  | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| ASC/N1503.Liaise with OEMs & other vendors for timely & accurate delivery of spare parts | 25           | 75              | -             | -          | 100         | 20         |
| <b>Total</b>   | <b>120</b>   | <b>380</b>      | <b>-</b>      | <b>-</b>   | <b>500</b>  | <b>100</b> |

## Qualification Pack

### 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.  |