



Spare Parts Operations In-charge

QP Code: ASC/Q1503

Version: 1.0

NSQF Level: 7

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Contents

ASC/Q1503: Spare Parts Operations In-charge	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/N0005: Supervise and evaluate performance	17
ASC/N1503: Liaise with OEMs & other vendors for timely & accurate delivery of spare parts	22
ASC/N1504: Manage retail & institutional sales of spare parts from the workshop	29
Assessment Guidelines and Weightage	36
<i>Assessment Guidelines</i>	36
<i>Assessment Weightage</i>	36
Acronyms	38
Glossary	39

ASC/Q1503: Spare Parts Operations In-charge

Brief Job Description

A Spare Parts Operations In-charge is the overall in-charge of the spare parts premises to ensure profitability and adherence to systems and processes across planning, procurement and supply of spares through coordination with both internal and external stakeholders. The individual also supervises and evaluates performance of the man power engaged in the spare parts office.

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 have participative leadership skills to lead an effective spare parts team keeping their motivation levels higher. The individual must also have some financial knowledge to understand and monitor the overall profitability of the spare parts operations.

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/N0005: Supervise and evaluate performance](#)
5. [ASC/N1503: Liaise with OEMs & other vendors for timely & accurate delivery of spare parts](#)
6. [ASC/N1504: Manage retail & institutional sales of spare parts from the workshop](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Spare Parts Operations
Country	India
NSQF Level	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0402

Minimum Educational Qualification & Experience	Graduate (in any discipline) with 2-3 years of experience ASDC Spare Parts Operations Incharge Certificate or B.E/B.Tech in Mechanical/Electrical/Automobile engineering OR Diploma (in any discipline) with 10-15 Years of experience All other Qualification
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	On the job training
Minimum Job Entry Age	18 Years
Last Reviewed On	26/06/2013
Next Review Date	30/06/2020
Deactivation Date	30/06/2020
NSQC Approval Date	05/08/2015
Version	1.0

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

- 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

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

National Occupational Standards (NOS) Parameters

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

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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
- 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

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>	25	75	-	-
PC1. comply with organisations current health,safety and security policies and procedures	3	9	-	-
PC2. report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
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.	3	10	-	-
PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
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	3	9	-	-
PC6. follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
PC7. identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
PC8. complete all health and safety records are updates and procedures well defined	2	9	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

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

ASC/N0005: Supervise and evaluate performance

Description

This NOS unit is about an individual who supervise and evaluate the performance o 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 deliveredby subordinates
- PC3..** set tangible and achievable incentives for subordinates as per the goals andtargets assigned
- PC4..** ensure and implement strict adherence of all activities performed bysubordinates to organisational guidelines
- PC5..** monitor and supervise all the activities performed by subordinates and ensureoptimisation to achieve the set goals
- PC6.** evaluate performance of subordinates and reporting executives on thedesigned measures and metrics as per the guidelines of the Ogranization
- PC7..** assist and support reporting executives whenever necessary or applicable
- PC8..** document all performance indicators and metrics of subordinates in theprescribed format of organisation
- PC9..** perform all appraisal related process flow for subordinates, as per respectiveperformance documents
- PC10.** handover all the documents and appropriate support measures to humanresources department for official records
- PC11.** ensure and implement proper process flow for feedbacks and queries receivedfrom subordinates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- 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
- 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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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 ensure 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
- 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

- 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
- 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

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>	25	75	-	-
PC1. . use the relevant part catalogue to assess the proper part number required for a particular vehicle	2	7	-	-
PC2. . forecast the requirements of spare parts/ auto components	2	7	-	-
PC3.. place the spare parts order with the OEM/ relevant supplier	2	7	-	-
PC4. . check and record the orders as per the spare parts requirement	2	5	-	-
PC5. . receive the stock and check for the quantity of the stock items is as per the order placed	2	6	-	-
PC6. . manage supplier/ auto component relationships to ensure procurement is done in a cost & time effective manner	1	4	-	-
PC7. . communicate market demand to OEM service function with respect to frequent replacement of particular spares/ aggregates	2	4	-	-
PC8. . provide technical feedback on failure of automotive components and new complaints for timely availability of spare parts	2	4	-	-
PC9. . identify technical problems with products (tools, spare parts, components etc.)and communicate to avoid damage to the procured spare parts	2	5	-	-
PC10.. establish working relationships with OEM spare part managers, manufacturing units for OEM/ auto components to gather technical information from the field	1	5	-	-
PC11.. deliver excellent customer service to external and internal customers by providing timely supply of parts	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. . 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	-	-
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	2	4	-	-
PC14. . prepare and record supplier performance and regularly report both internally and externally	1	4	-	-
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	2	5	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1503
NOS Name	Liaise with OEMs & other vendors for timely & accurate delivery of spare parts
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	24/06/2013
Next Review Date	24/06/2015
NSQC Clearance Date	

ASC/N1504: Manage retail & institutional sales of spare parts from the workshop

Description

This OS unit is about an individual managing retail and institutional sales of spare parts from the workshop over the counter.

Scope

This unit/task covers the following:

- identify and manage opportunities of growth through higher sales by assessing market potential to develop new key accounts / customer base
- manage existing key accounts/ customer relationships to generate additional revenue
- ensure higher profitability through fast rotation of spares especially the fast moving spares/ lubes

Elements and Performance Criteria

Manage high profitability through retail / institutional spare part sales

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 forecast the requirements of spare parts/ auto components that may be required by the key accounts/ customers basis contract signed by the key account for regular supply of spares expected sales of a few fast moving items that may be required as result of major project by the construction company (road, dams construction etc.) failure rate of certain components in the particular area of operations of the key account minimum stocking that needs to be maintained for vehicles which are services at the site (includes mining tippers/ dumpers) that need the availability of spares on an urgent basis any other requirement of spares/ components which is expected to come up in the future
- PC2..** develop contracts for selling spares/ aggregates to institutional/ key accounts and customers
- PC3..** ensure that orders received from the key accounts through telephone, physical orders or contracts are taken up for supply urgently
- PC4..** manage supplier/ auto component relationships to ensure procurement for the institutional/ key customers is done in a cost & time effective manner
- PC5..** take special orders for items not currently in stock and notify the institutional/ key customers when the items have arrived
- PC6..** determine replacement of parts which are not required by the key accounts and getting them replaced from the oem/ auto component manufacturer
- PC7..** convey the price revision from the oem/ auto component manufacturer/ lubes & oils to the key accounts/ customers timely and ensure price protection in case of pending orders
- PC8..** 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
- PC9..** offer favourable terms and conditions for packing and transporting purchases along with proper payment schedules to ensure both profitability of the spares business and customer satisfaction

- PC10..** set up, control and monitor the system for special and back order parts to avoid unnecessary costs
- PC11..** maximise profit through timely placement of orders ensuring effective operations and supply to the institutional customers leading to faster turnaround time
- PC12..** review profitability of spare parts business and take corrective and prompt action
- PC13..** provide technical feedback on failure of automotive components and new complaints from the institutional customers for timely availability of spare parts
- PC14..** prepare and record supplier performance and regularly report both internally and externally

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for inspection, servicing and repair of vehicles
- KU2.** standard operating procedures for servicing, repair and replacement of parts mandated by the oem
- KU3.** safety requirements for equipment and components prescribed by the oem
- KU4.** documentation requirements for each procedure carried out
- 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.** standard operating procedures of the organisation/ dealership with respect to manage and upkeep, storage, rotation of spares / auto components
- KU8.** standard operating procedures for replacement of parts mandated by the oem and issue of routine spares/ lubricants used in maintenance and regular servicing
- KU9.** safety requirements for upkeep of spares, equipment and components as prescribed by the oem
- KU10.** documentation requirements for each procedure carried out as part of roles and responsibilities for managing the spares in the designated location
- KU11.** and professional code of ethics and standards of practice
- KU12.** safety and health policies and regulations for the workplace
- KU13.** how to issue parts to new customers/ key accounts as per the guidelines
- KU14.** the key account/ customer requirement of spares/ aggregates across the following: contract signed by the key account for regular supply of spares as result of major project by the construction company (road, dams construction etc.) failure rate of certain components in the particular area of operations minimum stocking that needs to be maintained for vehicles which are services at the site (includes mining tippers/ dumpers) that need the availability of spares on an urgent basis
- KU15.** how to liaise and coordinate with automotive spare parts manager, sales & service function and the oem/ auto component manufacturing plant for the assigned area
- KU16.** how to monitor and control resources to ensure higher profitability by: managing inventories or supplies collecting deposit or payment
- KU17.** the process and documentations to examine returned parts from the key accounts/ customers for various defects

- KU18.** software or format such as ms word, excel, powerpoint and management information system (mis) as prescribed by the organization
- KU19.** how to process financial information by: compiling, coding, categorising, calculating, tabulating, auditing, or verifying information or data balancing cash register ensuring real time checking of back-order, fund availability in the system keeping a tab on the payments and receivables from the key customers/ accounts for the spares supplied 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 the key customer or influencers in the key account so that they will understand
- GS2.** write and complete the prescribed formats for placing orders / receiving and maintaining stocks of spares/ auto component
- GS3.** write in at least one language
- 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 and convey that to the key service people of the key accounts/ customers
- GS6.** read the additional requirements from the service people employed by the key accounts/ customers with respect to replacement of parts under the terms & conditions of warrant / annual maintenance contract signed
- GS7.** interact with key customers and influential people within the key accounts in a professional and courteous manner even for the irritant ones
- GS8.** 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
- GS9.** follow up key customers orders with part suppliers especially in case of vor (vehicle off-road) and accidental orders are placed
- GS10.** interact with other team members including those from sales and service to work efficiently
- GS11.** decide what action should be taken when the required part by the key account/ customer is not in stock or cannot be identified
- GS12.** 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
- GS13.** decide when to report low levels of stock (esp. when it is maintained at the customers site) with respect to fast moving spares and how to replenish it in a timely and cost effective manner
- GS14.** decide when to seek assistance from the relevant person in case of difficulties regarding sales/ procurement of critical spares by the key account/ customer
- GS15.** plan work according to the required schedule and location
- GS16.** plan which identification and location system to use for different parts
- GS17.** plan what course of action to take when the required part is not in stock

- GS18.** liaison with local parts retailers to ensure supply of parts currently not in stock (in workshop/ local oem distributors) which are required urgently by the key account/ customer
- GS19.** assist in providing customer and personal services to the key accounts/ customers at favourable terms and conditions along with payment cycles
- GS20.** communicate clearly, politely and accurately with key accounts/customers for supply of spares and suppliers / oems for procuring to ensure timely rotation of the 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 by the institutional customers
- GS23.** take action in case of parts delivery discrepancies from the oem/ component manufacturer and convey the same to the key accounts/ customers
- GS24.** liaison with oem spares support or auto component field manpower to ensure proper and timely availability of spares in case of urgent requirement due to vor (vehicle off-road)or accidental orders placed to ensure timely supply of spares
- GS25.** evaluate the complexity of selection and issuing of spare parts especially to customers where the terms of condition imply to supply them at the customers site (mainly for dam, road and other big construction projects) and to determine if any assistance is required
- GS26.** use customer analysis to identify product opportunity
- GS27.** analyse and identify the types and quantities of spares/ components that need replenishing by the key accounts/ customers
- GS28.** identify the fast moving spares/ components and plan for timely placing of orders with the oem basis the expected consumption for the institutional customers
- GS29.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- GS30.** evaluate the information gathered from the key accounts/ customers and maintain spare parts inventory as per the current and expected future requirements
- GS31.** evaluate the viability of terms of business with the key accounts/ customers in order to achieve maximum advantage for the storage facility

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage high profitability through retail / institutional spare part sales</i>	25	75	-	-
PC1.. use the relevant part catalogue to assess the proper part number required for a particular vehicle forecast the requirements of spare parts/ auto components that may be required by the key accounts/ customers basis contract signed by the key account for regular supply of spares expected sales of a few fast moving items that may be required as result of major project by the construction company (road, dams construction etc.) failure rate of certain components in the particular area of operations of the key account minimum stocking that needs to be maintained for vehicles which are services at the site (includes mining tippers/ dumpers) that need the availability of spares on an urgent basis any other requirement of spares/ components which is expected to come up in the future	2	6	-	-
PC2.. develop contracts for selling spares/ aggregates to institutional/ key accounts and customers	2	5	-	-
PC3.. ensure that orders received from the key accounts through telephone, physical orders or contracts are taken up for supply urgently	2	5	-	-
PC4.. manage supplier/ auto component relationships to ensure procurement for the institutional/ key customers is done in a cost & time effective manner	2	5	-	-
PC5.. take special orders for items not currently in stock and notify the institutional/ key customers when the items have arrived	1	5	-	-
PC6.. determine replacement of parts which are not required by the key accounts and getting them replaced from the oem/ auto component manufacturer	2	6	-	-
PC7.. convey the price revision from the oem/ auto component manufacturer/ lubes & oils to the key accounts/ customers timely and ensure price protection in case of pending orders	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8.. 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	5	-	-
PC9.. offer favourable terms and conditions for packing and transporting purchases along with proper payment schedules to ensure both profitability of the spares business and customer satisfaction	2	5	-	-
PC10.. set up, control and monitor the system for special and back order parts to avoid unnecessary costs	2	5	-	-
PC11.. maximise profit through timely placement of orders ensuring effective operations and supply to the institutional customers leading to faster turnaround time	1	6	-	-
PC12.. review profitability of spare parts business and take corrective and prompt action	2	6	-	-
PC13.. provide technical feedback on failure of automotive components and new complaints from the institutional customers for timely availability of spare parts	1	5	-	-
PC14.. prepare and record supplier performance and regularly report both internally and externally	2	6	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1504
NOS Name	Manage retail & institutional sales of spare parts from the workshop
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Spare Partsoperations
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	22/06/2013
Next Review Date	22/06/2015
NSQC Clearance Date	

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 % : 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
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	15

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	25
ASC/N1504.Manage retail & institutional sales of spare parts from the workshop	25	75	-	-	100	25
Total	155	445	-	-	600	100

Acronyms

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

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	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.
Knowledge and Understanding (KU)	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.

<p>Organisational Context</p>	<p>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.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>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.</p>
<p>Electives</p>	<p>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.</p>
<p>Options</p>	<p>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.</p>