

# Warranty Processor Level 4

QP Code: ASC/Q1603

NSQF Level: 4

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

## Qualification Pack

### Contents

ASC/Q1603: Warranty Processor Level 4 .....	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/N1603: Monitor and maintain warranty claims .....	17
ASC/N1604: Supervise storage, retrieval and disposal of failed spare parts .....	23
Assessment Guidelines and Weightage .....	28
<i>Assessment Guidelines</i> .....	28
<i>Assessment Weightage</i> .....	28
Acronyms .....	30
Glossary .....	31

## Qualification Pack

### ASC/Q1603: Warranty Processor Level 4

#### Brief Job Description

A Warranty Processor coordinates warranty claims and parts/ aggregates replaced under warranty under supervision. The individual also keeps track of the failed parts/ aggregates storage and retrieval (in case of any quality checks/ audits) along with disposal to be done. The individual is also responsible for uploading the claims on the system.

#### Personal Attributes

An individual on this job should primarily have good memory to recall the failed part number and its proper storage location for easy retrieval of the parts replaced under warranty. The individual should be methodological and systematic in his way of working to ensure proper documentation for the failed parts and uploading of claims. The individual should be systems and process oriented person to ensure adherence to the overall warranty manual along with the required procedures.

#### 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/N1603: Monitor and maintain warranty claims](#)
5. [ASC/N1604: Supervise storage, retrieval and disposal of failed spare parts](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Workshop operations
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4321.0701

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<b>Minimum Educational Qualification &amp; Experience</b>	10th Class with Not applicable of experience Not applicable OR 10th Class OR 10th Class
<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>	20/07/2015
<b>Version</b>	1.0

## Qualification Pack

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

#### Description

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

#### Scope

This unit/task covers the following:

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

#### Elements and Performance Criteria

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

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

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

##### *Appropriate use of resources*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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- 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

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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

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

#### Elements and Performance Criteria

##### *Effective communication*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

This unit/task covers the following:

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

#### Elements and Performance Criteria

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

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

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

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



## Qualification Pack

### ASC/N1603: Monitor and maintain warranty claims

#### Description

This OS unit is about an individual monitoring and maintaining warranty claims in a workshop as per the mandated guidelines

#### Scope

This unit/task covers the following:

- process and manage warranty claims as per the guidelines of respective component manufacturer/OEM
- ensure proper documentation of the multiple claims for the same vehicles is done as per the guidelines

#### Elements and Performance Criteria

##### *Monitor & maintain the warranty claims*

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

- PC1.** . obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes : service (both free and paid service) record of the vehicle overall maintenance of the vehicle done at multiple workshops previous instances of claims given for the same failure components
- PC2.** . use the procedure and overall process as per the manufacturer guidelines to record and process the claims
- PC3..** maintain warranty data for various failed components/ aggregates as per the guidelines
- PC4.** . handle day to day warranty claims for the parts as specified in the warranty manual
- PC5.** . ensure adherence to warranty policy and procedures at dealers end
- PC6.** . maintain MIS for warranty claims and payments
- PC7.** . follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system
- PC8.** . maintain records related to warranty contracts
- PC9.** . record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual
- PC10..** correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible
- PC11..** investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate
- PC12..** file and archive the required documents to ensure a clear audit trail which can be clearly followed
- PC13.** . ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for warranty process along with that for the warranty room/ any other place where failed parts are stocked & maintenance inspection, servicing and repair of vehicles
- KU2.** standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM/ specific auto component manufacturer
- KU3.** documentation requirements for each procedure carried out for storage, retrieval and disposal of spare parts
- KU4.** various checklists for both internal/ external warranty audits either by field service team/ Plant quality control team both from the OEM/ auto component manufacturer
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts as an overall warranty monitoring process
- KU7.** the warranty policy applicable to particular vehicle and segment
- KU8.** the different types of warranties offered : manufacturers' warranties extended warranties vehicle service contract mechanical breakdown insurance product warranties
- KU9.** the terms and condition of warranty
- KU10.** how to explain the benefits of warranty
- KU11.** the tenure for which warranty is applicable
- KU12.** the importance of regular maintenance and not voiding the warranty terms and conditions
- KU13.** how to assist in getting the claims submitted and settled
- KU14.** the parameters to be checked before processing and managing claims (both manually or through the OEM mandated computer software)

## Generic Skills (GS)

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

- GS1.** document the required policy changes as communicated by the OEM/ component manufacturer
- GS2.** communicate information and ideas in writing so others will understand
- GS3.** document any rejection of warranty claims either from the OEM/ auto component manufacturer and escalate it to concerned people
- GS4.** record details and archive files related to the failed spare parts replaced under warranty
- GS5.** record and manage data in MIS
- GS6.** write in at least one language
- GS7.** read and interpret the warranty manuals issued by OEM
- GS8.** read and understand technicalities as a result of changes made through the various service & maintenance circulars issued by the OEM/ auto components manufacturer
- GS9.** interact with the Service Advisor / mechanics or technician/ supervisors to ensure proper adherence to the warranty policies and processes as mandated by the OEM
- GS10.** interact with service advisor/ mechanics or technician/ supervisors/ workshop in-charge to ensure proper documentation of the warranty process

## Qualification Pack

- GS11.** interact with the customer in a professional and courteous manner even for the irritant customers whose warranty claims are expected to be rejected
- GS12.** decide the skills and methods required to communicate with technician/ individual
- GS13.** decide on acceptance/ rejection of warranty claims in case of poor adherence of service and maintenance schedule
- GS14.** plan work according to the required schedule and location
- GS15.** plan the daily operations in the morning to ensure proper process adherence for smooth flow of the overall warranty process to ensure adequate adherence to the warranty policy
- GS16.** ensure that changes in policies are communicated appropriately so as to provide satisfactory customer services
- GS17.** communicate the missing/ non adherence of the service and maintenance schedule which could affect the warranty in the future
- GS18.** inspect damaged vehicles and the applicable warranty claims
- GS19.** communicate inform both customer and workshop manpower understand the changes in warranty policy
- GS20.** evaluate the complexity of tasks to be performed within the overall documentation process of failed parts replacement under warranty to determine if it can be carried out
- GS21.** evaluate the information gathered from the job card/ technician notes and assess warranty claims
- GS22.** evaluate and analyse the information gathered from the OEM and auto component manufacturer regarding warranty policy

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor &amp; maintain the warranty claims</i>				
<b>PC1.</b> . obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes : service (both free and paid service) record of the vehicle overall maintenance of the vehicle done at multiple workshops previous instances of claims given for the same failure components	3	6	-	-
<b>PC2.</b> . use the procedure and overall process as per the manufacturer guidelines to record and process the claims	2	8	-	-
<b>PC3..</b> maintain warranty data for various failed components/ aggregates as per the guidelines	2	6	-	-
<b>PC4.</b> . handle day to day warranty claims for the parts as specified in the warranty manual	2	8	-	-
<b>PC5.</b> . ensure adherence to warranty policy and procedures at dealers end	2	5	-	-
<b>PC6.</b> . maintain MIS for warranty claims and payments	2	5	-	-
<b>PC7.</b> . follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system	2	6	-	-
<b>PC8.</b> . maintain records related to warranty contracts	2	5	-	-
<b>PC9.</b> . record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual	2	5	-	-
<b>PC10..</b> correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible	2	6	-	-
<b>PC11..</b> investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate	2	6	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> file and archive the required documents to ensure a clear audit trail which can be clearly followed	1	5	-	-
<b>PC13.</b> ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)	1	4	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1603
<b>NOS Name</b>	Monitor and maintain warranty claims
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<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/N1604: Supervise storage, retrieval and disposal of failed spare parts

## Description

This OS unit is about an individual supervising the storage and retrieval of failed spare parts, which are replaced under warranty

## Scope

This unit/task covers the following:

- receive and sort failed parts as per the various aggregate/ vehicle
- ensure that the failed parts in warranty room is maintained in an orderly manner for any audits/ inspections from either the plant quality control team or the field service team

## Elements and Performance Criteria

### *Supervise the storage of failed parts in an orderly manner for easy retrieval*

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

- PC1.** . identify the part type and model/ variant to which it belongs to
- PC2.** . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- PC3.** . segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes
- PC4.** . stock the spare parts as per their code
- PC5.** . allocate proper space to each component / aggregate
- PC6.** . manage and improve the parts handling ergonomics
- PC7.** . assess the various components/ aggregates and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines
- PC8.** . contact the auto part manufacturer in case of any observed discrepancies
- PC9.** . record and enters the required information about the failed components/ aggregates with respect to: type of the spare part and its usage spare part condition when replaced under warranty the cost and part code indicating the location where the component procured or manufactured

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for warranty room/ any other place where failed parts are stocked & maintenance
- KU2.** standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM / specific auto component manufacturer

## Qualification Pack

- KU3.** safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities for storage and retrieval and disposal of spare parts
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts
- KU7.** the part type and model/ variant to which it belongs to
- KU8.** the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- KU9.** the codes and terminologies associated with spare parts for orderly storage and retrieval
- KU10.** the associated warranty terms and condition for each component/ aggregate as specified in the warranty manual of the respective OEM/ auto component manufacturer
- KU11.** How to manage and control various types of failed parts in the warranty room and forecast the optimise way for its disposal
- KU12.** how to design and improve the parts handling ergonomics in the warranty room/ place where failed parts are stored
- KU13.** how to operate material handling equipment i.e. Dollies hand trucks pallet jacks forklifts cranes conveyers
- KU14.** how to use OEM mandated computer storage systems & softwares to manage and control and retrieve various failed spare parts/ aggregates
- KU15.** the overall process and procedure to be followed for parts retrieval or disposal as mandated by the respective OEM/ auto component manufacturer

## 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.** prepare all failure/ complaint investigation for the respective vehicle where failed part has been replaced under warranty
- GS3.** record details and archive files related to the failed spare parts replaced under warranty
- GS4.** record and manage overall data for the warranty room records
- GS5.** write in at least one language
- GS6.** read instructions mentioned on the job card, technician notes and warranty schemes
- GS7.** read and understand various circulars issued by the OEM/ auto components manufacturer on methods and procedure to be followed for storage and disposal of failed warranty parts/ aggregates
- GS8.** interact with the service advisor/ mechanics or technicians/ supervisors to ensure proper storage of failed parts in their designated place after being removed from the vehicle
- GS9.** specify the applicable terms & conditions for providing warranty to the vehicles on specific failed spare parts/ components
- GS10.** interact with team members to work efficiently
- GS11.** manage and control storage and disposal of the failed parts to prevent any loss



## Qualification Pack

- GS12.** ensure the proper tagging of the spare parts which are generally not tagged to a particular aggregate so as to ensure easy retrieval during the warranty audits/ inspection
- GS13.** decide the optimised process at the warranty room to ensure smooth operations
- GS14.** plan work according to the required schedule and location
- GS15.** plan the daily operations at the warranty room in the morning to ensure proper process adherence for smooth flow of storage, retrieval and disposal of the spares
- GS16.** ensure that the failed parts are not disposed in front of the customer
- GS17.** ensure that the customer doesn't have access to the warranty room to avoid the quantum of failed parts being replaced across the product portfolio of the OEM
- GS18.** store and manage the failed spare parts to avoid further damage
- GS19.** how to tag the specific spare parts which can be tagged along with the other common spare parts
- GS20.** evaluate the complexity of tasks to be performed in the Warranty room to determine its feasibility with respect to storage & disposal
- GS21.** evaluate the information gathered from the job card/ technician notes, warranty claims and assess the most cost effective way to store the failed spare
- GS22.** evaluate the various methods of disposals available and choose the most time & cost effective method

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise the storage of failed parts in an orderly manner for easy retrieval</i>				
<b>PC1.</b> . identify the part type and model/ variant to which it belongs to	3	8	-	-
<b>PC2.</b> . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates	4	8	-	-
<b>PC3.</b> . segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes	3	9	-	-
<b>PC4.</b> . stock the spare parts as per their code	2	8	-	-
<b>PC5.</b> . allocate proper space to each component / aggregate	2	8	-	-
<b>PC6.</b> . manage and improve the parts handling ergonomics	2	8	-	-
<b>PC7.</b> . assess the various components/ aggregates and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines	5	9	-	-
<b>PC8.</b> . contact the auto part manufacturer in case of any observed discrepancies	2	8	-	-
<b>PC9.</b> . record and enters the required information about the failed components/ aggregates with respect to: type of the spare part and its usage spare part condition when replaced under warranty the cost and part code indicating the location where the component procured or manufactured	2	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1604
<b>NOS Name</b>	Supervise storage, retrieval and disposal of failed spare parts
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<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 : 70**

#### 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	15
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10
ASC/N1603.Monitor and maintain warranty claims	25	75	-	-	100	40

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1604.Supervise storage, retrieval and disposal of failed spare parts	25	75	-	-	100	20
<b>Total</b>	<b>125</b>	<b>375</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.