

Qualification Pack



Manager Customer Quality Level 6

QP Code: ASC/Q6304

NSQF Level: 6

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

Qualification Pack

Contents

ASC/Q6304: Manager Customer Quality Level 6	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/N0002: Work effectively in a team	5
ASC/N0006: Maintain a safe and healthy working environment	9
ASC/N0022: Ensure implementation of 5S activities at the shop floor & the office area	14
ASC/N6307: Monitor the final product quality	22
ASC/N6308: Coordinate with various departments for improving the quality standards of the final product	33
Assessment Guidelines and Weightage	40
<i>Assessment Guidelines</i>	40
<i>Assessment Weightage</i>	40
Acronyms	42
Glossary	43

Qualification Pack

ASC/Q6304: Manager Customer Quality Level 6

Brief Job Description

Individuals at this job need to be responsible for the quality inspection, performance and improvement of final products delivered to customers.

Personal Attributes

This job requires the individual to be able to coordinate internally and externally within the organization. The individual should be result oriented and possess strong quality management skills. The individual should also be able to demonstrate skills for mathematical reasoning, problem solving, analytical thinking, customer orientation, relationship building and leadership.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0002: Work effectively in a team](#)
2. [ASC/N0006: Maintain a safe and healthy working environment](#)
3. [ASC/N0022: Ensure implementation of 5S activities at the shop floor & the office area](#)
4. [ASC/N6307: Monitor the final product quality](#)
5. [ASC/N6308: Coordinate with various departments for improving the quality standards of the final product](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Manufacturing Support
Occupation	Quality Assurance
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1213.0102

Qualification Pack

Minimum Educational Qualification & Experience	B.Tech (Mechanical/Electrical/Electronics Engineering) with 5-10 Years of experience Quality/Manufacturing department OR Diploma (Mechanical/Electrical/Electronics Engineering) with 5-10 Years of experience Quality/Manufacturing department
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Compulsory: Quality Management Systems like TS16949, Lean Six Sigma; 7 QC tools, APQP procedures, process capability measurement, layout inspection techniques , special characteristics, problem solving techniques Voluntary: Information flow systems/ ERP like SAP , depending on applicability in organization
Minimum Job Entry Age	18 Years
Last Reviewed On	27/08/2013
Next Review Date	31/03/2020
NSQC Approval Date	28/09/2015
Version	1.0

Qualification Pack

ASC/N0002: Work effectively in a team

Description

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

Scope

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

Elements and Performance Criteria

Effective communication

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect
- KU6.** whether not meeting commitments, will have implications on individuals and the organisation
- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

Qualification Pack

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>	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	-	-

Qualification Pack

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

Qualification Pack

ASC/N0006: Maintain a safe and healthy working environment

Description

This NOS is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area, following practices which are not impacting the environment in a negative manner and training team members on health and safety related issues

Scope

The role holder will be responsible for identifying and reporting of risks creating and sustaining a safe, clean and environment friendly work place This NOS will be applicable to all Automotive sector manufacturing job roles

Elements and Performance Criteria

Identify and report the risks identified

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

- PC1..** Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise
- PC2.** Inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc
- PC3.** Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations
- PC4.** Create awareness amongst other by sharing information on the identified risks

Create and sustain a Safe, clean and environment friendly work place

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

- PC5..** Follow the instructions given on the equipment manual describing the operating process of the equipments
- PC6..** Follow the Safety, Health and Environment related practices developed by the organization
- PC7.** Operate the machine using the recommended Personal Protective Equipments (PPE)
- PC8. .** Maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc
- PC9.** Maintain high standards of personal hygiene at the work place
- PC10.** Ensure that the waste disposal is done in the designated area and manner as per organization SOP.
- PC11.** Inform appropriately the medical officer/ HR in case of self or an employees illness of contagious nature so that preventive actions can be planned for others

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant standards, procedures and policies related to Health, Safety and Environment followed in the company

Qualification Pack

- KU2.** basic knowledge of Safety procedures(fire fighting, first aid) within the organization
- KU3.** knowledge of various types of PPEs and their usage
- KU4.** basic knowledge of risks/hazards associated with each occupation in the organization
- KU5.** how to safely operate various tools and machines and risks associated with the tools/ equipment
- KU6.** knowledge of personal hygiene and how an individual can contribute towards creating a highly safe and clean working environment

Generic Skills (GS)

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

- GS1.** write basic level notes and observations
- GS2.** read safety instructions put up across the plant premises
- GS3.** read safety precautions mentioned in equipment manuals and panels to understand the potential risks associated
- GS4.** effectively communicate information to team members
- GS5.** inform employees in the plant and concerned functions about events, incidents & potential risks observed related to Safety, Health and Environment.
- GS6.** question operator/ supervisor in order to understand the safety related issues
- GS7.** attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
- GS8.** use common sense and make judgments during day to day basis
- GS9.** use reasoning skills to identify and resolve basic problems
- GS10.** use common sense and make judgments during day to day basis
- GS11.** use reasoning skills to identify and resolve basic problems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report the risks identified</i>	8	23	-	-
PC1.. Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise	3	6	-	-
PC2. Inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc	2	6	-	-
PC3. Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations	2	6	-	-
PC4. Create awareness amongst other by sharing information on the identified risks	1	5	-	-
<i>Create and sustain a Safe, clean and environment friendly work place</i>	17	52	-	-
PC5.. Follow the instructions given on the equipment manual describing the operating process of the equipments	3	7	-	-
PC6.. Follow the Safety, Health and Environment related practices developed by the organization	3	8	-	-
PC7. Operate the machine using the recommended Personal Protective Equipments (PPE)	3	8	-	-
PC8. . Maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc	2	8	-	-
PC9. Maintain high standards of personal hygiene at the work place	2	7	-	-
PC10. Ensure that the waste disposal is done in the designated area and manner as per organization SOP.	3	8	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Inform appropriately the medical officer/ HR in case of self or an employees illness of contagious nature so that preventive actions can be planned for others	1	6	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0006
NOS Name	Maintain a safe and healthy working environment
Sector	Automotive
Sub-Sector	Manufacturing
Occupation	Maintenance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	15/09/2013
Next Review Date	15/09/2015
NSQC Clearance Date	20/07/2015

Qualification Pack

ASC/N0022: Ensure implementation of 5S activities at the shop floor & the office area

Description

This NOS is about overseeing the implementation of all 5 S activities both at the shop floor and the office area by the team members and training the team in implementation of the 5S principles

Scope

The individual needs to Ensure sorting, streamlining/ organizing, storage and documentation, systematic cleaning, standardization and sustenance across the plant and office premises of the organization as given in the organization guidelines

Elements and Performance Criteria

Ensure proper sorting of items at the work place

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

- PC1..** ensure all recyclable materials are put in designated containers
- PC2.** ensure no tools, fixtures & jigs are lying on workstations unless in use and no un-necessary items is lying on workbenches or work surfaces unless in use
- PC3.** ensure that the operators and other team members are segregating the waste in hazardous/ non hazardous waste as per the sorting work instructions
- PC4.** ensure that all the operators are following the technique of waste disposal and waste storage in the designated bins
- PC5..** segregate the items which are labelled at red tag items for the process area and keep them in the correct places
- PC6..** ensure that all the tools/ equipment/ fasteners/ spare parts are arranged as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5s guidelines/ work instructions
- PC7.** check for return of any type of extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area
- PC8. .** oversee removal of unnecessary equipment, storage, furniture, unneeded inventory, supplies, parts and material
- PC9.** ensure that areas of material storage areas are not overflowing
- PC10.** ensure proper stacking and storage of the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required

Ensure proper documentation and storage - streamlining & organizing the workplace

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

- PC11.** ensure that the team follows the given instructions and checks for labelling of fluids, oils lubricants, solvents, chemicals etc and proper storage of the same to avoid spillage, leakage, fire etc
- PC12.** make sure that all material and tools are stored in the designated places and in the manner indicated in the 5s instructions

Qualification Pack

- PC13.** ensure that organizing the workplace takes place with due considerations to the principles of wasted motions, ergonomics, work & method study .

Ensure cleaning of self and the work place

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

- PC14.** ensure that the area has floors swept, machinery clean and is generally neat and tidy in case of cleaning, ensure that correct displays are maintained on the floor which indicate potential safety hazards
- PC15..** ensure workbenches and work surfaces are clean and in good condition
- PC16..** ensure adherence to the cleaning schedule for the lighting system to ensure proper illumination
- PC17..** ensure all recyclable materials are put in designated containers

Ensure standardization

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

- PC18.** ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant
- PC19..** ensure all recyclable materials are put in designated containers
- PC20. .** ensure logical and user friendly documentation and file management for all activities across the plant and create guidelines around standardization of processes
- PC21.** ensure timely creation and sharing of the 5s checklists
- PC22.** ensure that the 5s manual are available as per the timelines

Ensure sustenance

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

- PC23.** ensure team cooperation during the audit of 5 s activities
- PC24.** ensure that workmen are periodically trained to address challenges related to 5s
- PC25..** participate actively in employee work groups on 5s and encourage team members for active participation
- PC26..** oversee that the staff/operators are trained and fully understand 5s procedures
- PC27. .** ensure that all the guidelines for what to do and what not to do to build sustainability in 5s are mentioned in the 5s check lists/ work instructions and are easily searchable
- PC28.** ensure continuous training of the team members on 5s in order to increase their awareness and support implementation
- PC29.** ensure that all visual controls, notice boards, symbols etc at the manufacturing place are created, working and are put up as per the requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant standards, procedures and policies related to 5S followed in the company
- KU2.** have basic knowledge of 5S procedures
- KU3.** know various types 5s practices followed in various areas
- KU4.** understand the 5S checklists provided in the department/ team
- KU5.** have skills to identify useful & non useful items

Qualification Pack

- KU6.** have knowledge of labels , signs & colours used as indicators
- KU7.** Have knowledge on how to sort and store various types of tools,equipment, material etc
- KU8.** know , how to identify various types of waste products
- KU9.** understand the impact of waste/ dirt/ dust/unwantedsubstances on the process/ environment/ machinery/ humanbody
- KU10.** have knowledge of best and environment protective ways ofcleaning & waste disposal
- KU11.** understand the importance of standardization in processes
- KU12.** understand the importance of sustainability in 5S
- KU13.** have knowledge of TQM process
- KU14.** have knowledge of various materials and storage norms
- KU15.** understand visual controls, symbols, graphs etc

Generic Skills (GS)

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

- GS1.** write basic level notes and observations
- GS2.** note down observations (if any) related to the process
- GS3.** write information documents to internal departments/ internal teams
- GS4.** read 5S instructions put up across the plant premises
- GS5.** effectively communicate information to team members inform employees in the plant and concerned functions about 5S
- GS6.** question the process head in order to understand the 5S related issues
- GS7.** attentively listen with full attention and comprehend the information given by the speaker during 5S training programs
- GS8.** use common sense and make judgments during day to day basis
- GS9.** use reasoning skills to identify and resolve basic problems using 5S
- GS10.** persuade team members to follow 5 S
- GS11.** ensure that the team members understand the importance of using 5 S tool
- GS12.** use innovative skills to perform and manage 5 S activities at the work desk and the shop floor
- GS13.** exhibit inquisitive behaviour to seek feedback and question on the existing set patterns of work emerge, techniques in CA/CI around 5 S work practices
- GS14.** do what is right, not what is a popular practice
- GS15.** follow shop floor rules& regulations and avoid deviations
- GS16.** lead by example in the plant premises while performing activities related to 5S
- GS17.** ensure self-cleanliness on a daily basis
- GS18.** demonstrate the will to keep the work area in a clean and orderly manner
- GS19.** accept additional responsibility for self and the team
- GS20.** encourage self and other to take greater responsibilities for managing 5S
- GS21.** identify obstacles and bottlenecks in the process and find basic level solutions for removing these obstacles

Qualification Pack

- GS22.** use previous experience in resolving problems and taking decisions
- GS23.** make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure proper sorting of items at the work place</i>	10	25	-	-
PC1.. ensure all recyclable materials are put in designated containers	1	2.5	-	-
PC2. ensure no tools, fixtures & jigs are lying on workstations unless in use and no un-necessary items is lying on workbenches or work surfaces unless in use	1	2.5	-	-
PC3. ensure that the operators and other team members are segregating the waste in hazardous/ non hazardous waste as per the sorting work instructions	1	2.5	-	-
PC4. ensure that all the operators are following the technique of waste disposal and waste storage in the designated bins	1	2.5	-	-
PC5.. segregate the items which are labelled at red tag items for the process area and keep them in the correct places	1	2.5	-	-
PC6.. ensure that all the tools/ equipment/ fasteners/ spare parts are arranged as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5s guidelines/ work instructions	1	2.5	-	-
PC7. check for return of any type of extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area	1	2.5	-	-
PC8. . oversee removal of unnecessary equipment, storage, furniture, unneeded inventory, supplies, parts and material	1	2.5	-	-
PC9. ensure that areas of material storage areas are not overflowing	1	2.5	-	-
PC10. ensure proper stacking and storage of the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required	1	2.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure proper documentation and storage - streamlining & organizing the workplace</i>	3	7.5	-	-
PC11. ensure that the team follows the given instructions and checks for labelling of fluids, oils lubricants, solvents, chemicals etc and proper storage of the same to avoid spillage, leakage, fire etc	1	2.5	-	-
PC12. make sure that all material and tools are stored in the designated places and in the manner indicated in the 5s instructions	1	2.5	-	-
PC13. ensure that organizing the workplace takes place with due considerations to the principles of wasted motions, ergonomics, work & method study .	1	2.5	-	-
<i>Ensure cleaning of self and the work place</i>	4	10	-	-
PC14. ensure that the area has floors swept, machinery clean and is generally neat and tidy in case of cleaning, ensure that correct displays are maintained on the floor which indicate potential safety hazards	1	2.5	-	-
PC15.. ensure workbenches and work surfaces are clean and in good condition	1	2.5	-	-
PC16.. ensure adherence to the cleaning schedule for the lighting system to ensure proper illumination	1	2.5	-	-
PC17.. ensure all recyclable materials are put in designated containers	1	2.5	-	-
<i>Ensure standardization</i>	5	12.5	-	-
PC18. ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant	1	2.5	-	-
PC19.. ensure all recyclable materials are put in designated containers	1	2.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. . ensure logical and user friendly documentation and file management for all activities across the plant and create guidelines around standardization of processes	1	2.5	-	-
PC21. ensure timely creation and sharing of the 5s checklists	1	2.5	-	-
PC22. ensure that the 5s manual are available as per the timelines	1	2.5	-	-
<i>Ensure sustenance</i>	7	16	-	-
PC23. ensure team cooperation during the audit of 5 s activities	1	2.5	-	-
PC24. ensure that workmen are periodically trained to address challenges related to 5s	1	2.5	-	-
PC25.. participate actively in employee work groups on 5s and encourage team members for active participation	1	2	-	-
PC26.. oversee that the staff/operators are trained and fully understand 5s procedures	1	2	-	-
PC27. . ensure that all the guidelines for what to do and what not to do to build sustainability in 5s are mentioned in the 5s check lists/ work instructions and are easily searchable	1	2.5	-	-
PC28. ensure continuous training of the team members on 5s in order to increase their awareness and support implementation	1	2	-	-
PC29. ensure that all visual controls, notice boards, symbols etc at the manufacturing place are created, working and are put up as per the requirement	1	2.5	-	-
NOS Total	29	71	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0022
NOS Name	Ensure implementation of 5S activities at the shop floor & the office area
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	15/03/2014
Next Review Date	15/03/2016
NSQC Clearance Date	

Qualification Pack

ASC/N6307: Monitor the final product quality

Description

This OS unit is about the individual monitoring and maintaining the quality of the final products in order to deliver high quality to the customers

Scope

The unit/ task covers the following: inspection of the final product dock audit of sample batch of final product dimension validation of the final product monitor field failures/warranty issues/customer line rejections change management resource management

Elements and Performance Criteria

Inspection of final products

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

- PC1..** ensure a pre-delivery inspection (PDI) of the final product before the dispatch of the product from the plant covering the following checkpoints: visual inspection of final product for scratches, dents, damages etc. cleanliness of the product identification sticker/number placed on the product functioning of the product and its components documentation pertaining to the dispatch of the product
- PC2..** coordinate with the respective process owners and ensure implementation of capa for ncs identified in the pdi on immediate basis
- PC3..** review the effectiveness of implementation and repeat the process till the ncs are closed
- PC4..** ensure that the team maintains the necessary documentation e.g. pdi, scrap note
- PC5..** in case of severe external damage to the product its components, discuss accordingly decide for scrapping of the product after discussion with respective process owners
- PC6..** ensure scrapped product is disposed off in the scrap yard as per the defined procedure maintaining the hse compliance
- PC7..** in case of new product/process development, ensure that the pdi reports and part submission warrant for the bulk and pilot batch of final products are included in ppap documents

New Product Development

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

- PC8..** coordinate with the supplier quality and manufacturing quality assurance departments for linking of documents pertaining to PFMEAs, PFDs, Vendor PPAPs, SPC, MSA studies etc. with actions & to complete the PPAP documentation
- PC9..** ensure that the ppap document is submitted to the customer as per requirement
- PC10..** based on the implementation of information flow system in organization like erp/sap, ensure that the relevant reports are uploaded in sap and easily retrieved in the customer's information flow system
- PC11..** ensure action plans generated in the ppap run are completed within the timeframe

Qualification Pack

- PC12..** ensure a dock audit of a sample batch from the production lot of the ready to dispatch final products covering the following checkpoints : product in good shape with no visible damage no sharp edges/burrs in the product presence of any physical defects packaging of product according to customer specification packaging boxes as per the requirement for preservation shipping labels containing information as per SOP. count on the Bill of Lading matching the count on the pallet boxes stacked neatly in case of pallet arrangement damages of the pallet like nails sticking out, broken boards, etc.
- PC13..** coordinate with the respective process owners/stores and ensure implementation capa for ncs identified in the dock audit on immediate basis
- PC14..** review the effectiveness of implementation and repeat the process till the ncs are closed
- PC15..** ensure documentation of the observations of dock audit and maintain records
- PC16..** based on the implementation of information flow system in organization like erp/sap , ensure uploading of the reports

Periodic validation of product

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

- PC17..** based on the quality plan , prepare a layout inspection plan for the dimension validation of the final product
- PC18..** ensure that the qc inspectors execute layout inspection activity thoroughly measuring each and every dimension of the product accurately and tally it with the dimensions mentioned in the 2d drawing received from r&d department
- PC19..** in case of any discrepancies observed in product dimensions , immediately inform the manufacturing and quarantine the defective product
- PC20..** repeat pc 14. till the planned production of the products have been completed
- PC21..** in case of rejections of the final product form a team of relevant functions for analysis & resolution. as per this report cp/wi will be revisedure that the frequency of the layout inspection is mentioned in the plan and strictly adhered to
- PC22..** if required, seek support/feedback from senior management as per requirement

Monitor field failures/warranty issues/customer rejections

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

- PC23..** coordinate with marketing and external customer (as per requirement) for gathering data pertaining to the field failures/warranty issues/customer line rejections
- PC24..** communicate the field failures/warranty issues reported to the manufacturing/supplier quality and production department; if required , seek support from r&d department
- PC25..** discuss as a team the approach for rectification of the defective products in field and also prepare the permanent countermeasures to prevent reoccurrence using problem solving techniques like 8d
- PC26..** monitor the customer line rejections(0 km rejection) of the final product on daily basis based on the applicability and accordingly coordinate with the various departments to implement capa for the defect rectification on the stocks/ current production
- PC27..** in case of any field failure/warranty issues/customer line rejections pertaining to the failure of the supplier sourced parts , immediately inform the supplier quality assurance department and follow up for resolution

Change management

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

Qualification Pack

- PC28..** ensure that the ecn for new parts has been received from the r&d department and circulated to all concerned departments in sap/erp. ensure that customer information points are included.
- PC29..** coordinate with sourcing , supplier quality and manufacturing quality assurance departments and ensure the supplier action finalization , supplier audit , vendor ppap , process ppap preparation including pilot and batch quality monitoring etc as per apqp guidelines
- PC30..** seek the approval from the senior management for ppap and incorporation of the new part in the process
- PC31..** in case of ecn received for process changes , coordinate with manufacturing quality assurance department , r&d department and monitor the final product after the implementation of the process change

Documentation and reports

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

- PC32..** ensure that the team records all the data and reports related to quality like the customer line rejection trends (if applicable) , copq, no. of ncs in pdi and dock audit, no. of customer complaints etc.
- PC33..** coordinate with the qc inspectors and review the defect trends (pareto charts, histograms etc.) and ensure that the countermeasures for defect prevention have been implemented
- PC34..** ensure that all the pfds, pfmeas, control plans etc. are well documented, updated and reviewed as per schedule
- PC35..** prepare the mis for process quality and share it with senior management once a month for the review
- PC36..** all the reports/ppap documents pertaining to new process/product development are recorded and well documented
- PC37..** ensure that the team updates all the data related to quality in the information system followed in organization like sap/erp etc. (if applicable)

Resource Management

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

- PC38..** provide approval for recruitment of sufficient amount of staff in coordination with hr department for carrying out the various activities in different departments of customer quality assurance
- PC39..** ensure that the new joiners are given training by the existing staff members in an efficient and timely manner
- PC40..** prepare the annual budget for the customer quality assurance activities and seek approval from senior management
- PC41..** provide inputs for mis report for quality assurance on monthly basis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** product portfolio of organization
- KU2.** the manufacturing processes of organization
- KU3.** change management information flow methodology

Qualification Pack

- KU4.** customer product portfolio (if applicable)
- KU5.** policies and procedures for storage and preservation of materials
- KU6.** policies , compliances and systems followed for HSE
- KU7.** TS-16949/any other QMS system guidelines followed in the organization
- KU8.** New Process/Product development protocol and methodology
- KU9.** manufacturing process being followed for each product
- KU10.** inspection checkpoints for product and process audits
- KU11.** tests performed for product and process parameters maintenance
- KU12.** process validation methodology followed
- KU13.** dock audit checklist
- KU14.** PDI inspection report contents
- KU15.** layout inspection methodology for dimension validation
- KU16.** QC tools like MSA , SPC , Pareto analysis , Fishbone diagram etc
- KU17.** APQP procedures/ PFMEA/ CP
- KU18.** data analysis tools like 8Ds , five why analysis etc.
- KU19.** requirements for PPAP
- KU20.** requirements for TS-16949/QMS system followed
- KU21.** information systems like SAP, ERP etc.
- KU22.** information flow system followed at customers end

Generic Skills (GS)

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

- GS1.** the supplier quality and the concerned departments for discrepancies observed in new parts development
- GS2.** coordinate with R&D and other concerned departments for ECN implementation
- GS3.** the Marketing and the concerned departments for field failures/warranty issues
- GS4.** coordinating with NPD department for new product development
- GS5.** coordinate with concerned departments for dock audit and PDI NCs closure
- GS6.** senior management for updating the progress and seeking their support
- GS7.** team members for reviewing the progress of day to day activities
- GS8.** coordinate with various departments like R&D , Manufacturing, manufacturing Quality etc. based on the requirement
- GS9.** distribute workload among team members ensuring smooth execution of the inspection of the final product in an efficient and timely manner
- GS10.** coordinate with various departments like NPD , Marketing, R&D etc. based on the requirement
- GS11.** share operation knowledge with colleagues
- GS12.** think through and devise the countermeasure for resolution for any quality related issue observed in the received suppliers parts or the manufacturing process followed by the supplier

Qualification Pack

- GS13.** work on actions to be taken on immediate basis in case of frequent rejections during the manufacturing processes
- GS14.** think through and devise the countermeasure for resolution for any quality related issue observed in the components of the final product
- GS15.** work on actions to be taken on immediate basis in case of frequent rejections during the PDI stage
- GS16.** devise interim/permanent countermeasures for the non-conformities observed in the field failures/warranty issues using analysis tools like 4Ds , 8Ds etc.
- GS17.** coordinate with the process owners and devise countermeasures for immediate addressal of the non-conformities observed in PDI and dock audit
- GS18.** coordinate with the manufacturing quality assurance for devising approach for implementation of ECN for process change
- GS19.** understand and analyze the inspection report for providing inputs to NPD department for new product development
- GS20.** interpret the customer feedback and translate it into the development of the new product in coordination with NPD department
- GS21.** identify problems (technical and non-technical), disruptions and delays and methods to protect the customer.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspection of final products</i>	6	16	-	-
PC1.. ensure a pre-delivery inspection (PDI) of the final product before the dispatch of the product from the plant covering the following checkpoints: visual Inspection of final product for scratches, dents , damages etc. cleanliness of the product identification sticker/number placed on the product functioning of the product and its components documentation pertaining to the dispatch of the product	1	4	-	-
PC2.. coordinate with the respective process owners and ensure implementation of capa for ncs identified in the pdi on immediate basis	1	2	-	-
PC3.. review the effectiveness of implementation and repeat the process till the ncs are closed	1	2	-	-
PC4.. ensure that the team maintains the necessary documentation e.g. pdi, scrap note	1	2	-	-
PC5.. in case of severe external damage to the product its components , discuss accordingly decide for scrapping of the product after discussion with respective process owners	0.5	2	-	-
PC6.. ensure scrapped product is disposed off in the scrap yard as per the defined procedure maintaining the hse compliance	1	2	-	-
PC7.. in case of new product/process development , ensure that the pdi reports and part submission warrant for the bulk and pilot batch of final products are included in ppap documents	0.5	2	-	-
<i>New Product Development</i>	7.5	19	-	-
PC8.. coordinate with the supplier quality and manufacturing quality assurance departments for linking of documents pertaining to PFMEAs , PFDs , Vendor PPAPs, SPC , MSA studies etc.with actions & to complete the PPAP documentation	1	2	-	-
PC9.. ensure that the ppap document is submitted to the customer as per requirement	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10.. based on the implementation of information flow system in organization like erp/sap , ensure that the relevant reports are uploaded in sap and easily retrieved in the customers information flow system	0.5	2	-	-
PC11.. ensure action plans generated in the ppap run are completed within the timeframe	1	2	-	-
PC12.. ensure a dock audit of a sample batch from the production lot of the ready to dispatch final products covering the following checkpoints : product in good shape with no visible damage no sharp edges/burrs in the product presence of any physical defects packaging of product according to customer specification packaging boxes as per the requirement for preservation shipping labels containing information as per SOP. count on the Bill of Lading matching the count on the pallet boxes stacked neatly in case of pallet arrangement damages of the pallet like nails sticking out, broken boards, etc.	1	3	-	-
PC13.. coordinate with the respective process owners/stores and ensure implementation capa for ncs identified in the dock audit on immediate basis	0.5	2	-	-
PC14.. review the effectiveness of implementation and repeat the process till the ncs are closed	0.5	2	-	-
PC15.. ensure documentation of the observations of dock audit and maintain records	1	2	-	-
PC16.. based on the implementation of information flow system in organization like erp/sap , ensure uploading of the reports	1	2	-	-
<i>Periodic validation of product</i>	5	12	-	-
PC17.. based on the quality plan , prepare a layout inspection plan for the dimension validation of the final product	1	2	-	-
PC18.. ensure that the qc inspectors execute layout inspection activity thoroughly measuring each and every dimension of the product accurately and tally it with the dimensions mentioned in the 2d drawing received from r&d department	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19.. in case of any discrepancies observed in product dimensions , immediately inform the manufacturing and quarantine the defective product	1	2	-	-
PC20.. repeat pc 14. till the planned production of the products have been completed	1	2	-	-
PC21.. in case of rejections of the final product form a team of relevant functions for analysis & resolution. as per this report cp/wi will be revisedure that the frequency of the layout inspection is mentioned in the plan and strictly adhered to	0.5	2	-	-
PC22.. if required, seek support/feedback from senior management as per requirement	0.5	2	-	-
<i>Monitor field failures/warranty issues/customer rejections</i>	2.5	8	-	-
PC23.. coordinate with marketing and external customer (as per requirement) for gathering data pertaining to the field failures/warranty issues/customer line rejections	0.5	2	-	-
PC24.. communicate the field failures/warranty issues reported to the manufacturing/supplier quality and production department; if required , seek support from r&d department	0.5	2	-	-
PC25.. discuss as a team the approach for rectification of the defective products in field and also prepare the permanent countermeasures to prevent reoccurrence using problem solving techniques like 8d	0.5	1	-	-
PC26.. monitor the customer line rejections(0 km rejection) of the final product on daily basis based on the applicability and accordingly coordinate with the various departments to implement capa for the defect rectification on the stocks/ current production	0.5	2	-	-
PC27.. in case of any field failure/warranty issues/customer line rejections pertaining to the failure of the supplier sourced parts , immediately inform the supplier quality assurance department and follow up for resolution	0.5	1	-	-
<i>Change management</i>	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28.. ensure that the ecn for new parts has been received from the r&d department and circulated to all concerned departments in sap/erp. ensure that customer information points are included.	0.5	1	-	-
PC29.. coordinate with sourcing , supplier quality and manufacturing quality assurance departments and ensure the supplier action finalization , supplier audit , vendor ppap , process ppap preparation including pilot and batch quality monitoring etc as per apqp guidelines	0.5	2	-	-
PC30.. seek the approval from the senior management for ppap and incorporation of the new part in the process	0.5	1	-	-
PC31.. in case of ecn received for process changes , coordinate with manufacturing quality assurance department , r&d department and monitor the final product after the implementation of the process change	0.5	1	-	-
<i>Documentation and reports</i>	3.5	6	-	-
PC32.. ensure that the team records all the data and reports related to quality like the customer line rejection trends (if applicable) , copq, no. of ncs in pdi and dock audit, no. of customer complaints etc.	0.5	1	-	-
PC33.. coordinate with the qc inspectors and review the defect trends (pareto charts, histograms etc.) and ensure that the countermeasures for defect prevention have been implemented	0.5	1	-	-
PC34.. ensure that all the pfds, pfmeas, control plans etc. are well documented, updated and reviewed as per schedule	0.5	1	-	-
PC35.. prepare the mis for process quality and share it with senior management once a month for the review	0.5	1	-	-
PC36.. all the reports/ppap documents pertaining to new process/product development are recorded and well documented	0.5	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37.. ensure that the team updates all the data related to quality in the information system followed in organization like sap/erp etc. (if applicable)	1	1	-	-
<i>Resource Management</i>	3.5	4	-	-
PC38.. provide approval for recruitment of sufficient amount of staff in coordination with hr department for carrying out the various activities in different departments of customer quality assurance	1	1	-	-
PC39.. ensure that the new joinees are given training by the existing staff members in an efficient and timely manner	1	1	-	-
PC40.. prepare the annual budget for the customer quality assurance activities and seek approval from senior management	1	1	-	-
PC41.. provide inputs for mis report for quality assurance on monthly basis	0.5	1	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N6307
NOS Name	Monitor the final product quality
Sector	Automotive
Sub-Sector	Manufacturing Support
Occupation	Quality Assurance
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/08/2013
Next Review Date	30/07/2015
NSQC Clearance Date	

Qualification Pack

ASC/N6308: Coordinate with various departments for improving the quality standards of the final product

Description

This OS unit is about the individual coordinating with various departments for improving the quality standards for the final product delivered to the customer

Scope

This unit/ task covers the following: coordinating with the external customer knowledge management for reliability analysis auditing the processes for QMS/TS16949 compliance system

Elements and Performance Criteria

Coordinating with external customer

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

- PC1..** communicate with marketing / external customer on daily basis and seek his inputs about the performance of the final product at customers end
- PC2..** in case of any discrepancy/pain points observed , seek their inputs and share with the concerned departments in organization
- PC3..** convene meetings with the concerned departments for discussing the feasibility for resolution of the discrepancies observed
- PC4..** if feasible , suggest and implement countermeasures using ba problem solving approach like 8d
- PC5..** if applicable, also share the inputs with the new product development (npd) department for enhancing the new product performance
- PC6..** in case the customer requires its components to be stored in the plant , then coordinate with the manufacturing department and arrange for storage of the components after seeking the approval of senior management

Knowledge management for reliability analysis

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

- PC7..** ensure coordination with reliability engineering in r&d department and sharing the revised and updated pfmeas details with respect to the rpn nos of the failure modes , new failure modes etc.
- PC8..** if required, discuss with reliability department the countermeasures/ process/ design changes for addressing the high rpn failure modes
- PC9..** also analyze the testing and inspection reports for dimensional analysis , validation/audit of product and and share the analysis with r&d department
- PC10..** ensure coordination with r&d department and provide inputs for modification/updation of reliability system techniques like fault tree, block diagrams analysis etc. for improvement of the quality standards and reduce the failures
- PC11..** remotely monitor the coordination activities with the team on periodic basis and resolve the discrepancies arising
- PC12..** if required , present the findings with the senior management and seek their feedback

Qualification Pack

PC13.. based on the organization information system , share the knowledge for reliability engineering with the r&d department

Internal QMS Audit

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

PC14.. be a certified internal auditor for QMS/TS16949 system by undergoing the training for internal audit

PC15.. internally audit the processes and the corresponding products as per the central internal audit plan

PC16.. discuss with process owners and explain the reasons for giving ncs in the audit. be judicious about the ncs to be customer/ quality /improvement centric

PC17.. ensure that the process team has mentioned suggested effective countermeasures for the root cause (usage of 5 why etc.)

PC18.. based on the implementation date , re-audit the non-conforming process and ensure that the ncs are closed and closure report is also prepared as per the prescribed format

PC19.. submit the internal auditors report to the process owners for their records

PC20.. if required , be an auditee for the same process for the external audit by certification agency

PC21.. ensure the smooth conduct of external audit and ensure the identified NCs are closed and signed off as per the timelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge about the product portfolio of the organization

KU2. in-depth knowledge of the manufacturing processes of the organization

KU3. QMS system followed in organization

KU4. customer components storage procedure

KU5. reliability engineering knowledge management system

KU6. certification agency for TS16949/QMS certification

KU7. the knowledge requirements for internal auditor certification

KU8. guidelines for the QMS system followed in the company

KU9. internal auditor training methodology

KU10. internal auditors checklist

KU11. QMS/TS16949 system guidelines and requirements

KU12. PFMEA contents and interpretation

KU13. failure testing done for validation

KU14. techniques used for reliability engineering

Generic Skills (GS)

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

Qualification Pack

- GS1.** communicate with the gauges vendors and Sourcing department for gathering the procurement status and resolve discrepancies
- GS2.** coordinate with team members and room in charge for progress updates of standard room activities execution
- GS3.** gather the data pertaining to failure analysis for knowledge sharing with R&D department
- GS4.** communicate with the senior management to seek their approval for storage of customers components
- GS5.** distribute workload among team members for performing standard room testing and inspection activities in an efficient and timely manner
- GS6.** coordinate with team and gather inputs pertaining to reliability analysis
- GS7.** share operation knowledge with colleagues
- GS8.** present in front of the senior management the reliability analysis in terms for their review
- GS9.** seek support from senior management as per requirement by sharing presentations/excel sheets for data pertaining to manufacturing quality
- GS10.** understand the documentation done by vendor complying to TS 16949/QMS system guidelines
- GS11.** understand the failure analysis data mentioned in PFMEAs and accordingly devise strategies for addressal of concerns
- GS12.** interpret the testing and inspection reports performed in standards room
- GS13.** problems (technical and non-technical), disruptions and delays
- GS14.** escalation procedures
- GS15.** to work with a fall back action plan in the event of any issue
- GS16.** decide with respect to HSE compliance violations by the team members
- GS17.** based on the process owners feedback , review and analyze the countermeasures effectiveness for NC closure

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinating with external customer</i>	7	19	-	-
PC1.. communicate with marketing / external customer on daily basis and seek his inputs about the performance of the final product at customers end	2	4	-	-
PC2.. in case of any discrepancy/pain points observed , seek their inputs and share with the concerned departments in organization	1	3	-	-
PC3.. convene meetings with the concerned departments for discussing the feasibility for resolution of the discrepancies observed	1	3	-	-
PC4.. if feasible , suggest and implement countermeasures using ba problem solving approach like 8d	1	3	-	-
PC5.. if applicable, also share the inputs with the new product development (npd) department for enhancing the new product performance	1	3	-	-
PC6.. in case the customer requires its components to be stored in the plant , then coordinate with the manufacturing department and arrange for storage of the components after seeking the approval of senior management	1	3	-	-
<i>Knowledge management for reliability analysis</i>	10	24	-	-
PC7.. ensure coordination with reliability engineering in r&d department and sharing the revised and updated pfmeas details with respect to the rpn nos of the failure modes , new failure modes etc.	2	3	-	-
PC8.. if required, discuss with reliability department the countermeasures/ process/ design changes for addressing the high rpn failure modes	1	3	-	-
PC9.. also analyze the testing and inspection reports for dimensional analysis , validation/audit of product and and share the analysis with r&d department	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10.. ensure coordination with r&d department and provide inputs for modification/updation of reliability system techniques like fault tree, block diagrams analysis etc. for improvement of the quality standards and reduce the failures	2	3	-	-
PC11.. remotely monitor the coordination activities with the team on periodic basis and resolve the discrepancies arising	1	4	-	-
PC12.. if required , present the findings with the senior management and seek their feedback	1	3	-	-
PC13.. based on the organization information system , share the knowledge for reliability engineering with the r&d department	1	3	-	-
<i>Internal QMS Audit</i>	8	32	-	-
PC14.. be a certified internal auditor for QMS/TS16949 system by undergoing the training for internal audit	1	4	-	-
PC15.. internally audit the processes and the corresponding products as per the central internal audit plan	2	4	-	-
PC16.. discuss with process owners and explain the reasons for giving ncs in the audit. be judicious about the ncs to be customer/ quality /improvement centric	1	4	-	-
PC17.. ensure that the process team has mentioned suggested effective countermeasures for the root cause (usage of 5 why etc.)	1	4	-	-
PC18.. based on the implementation date , re-audit the non-conforming process and ensure that the ncs are closed and closure report is also prepared as per the prescribed format	1	4	-	-
PC19.. submit the internal auditors report to the process owners for their records	0.5	4	-	-
PC20.. if required , be an auditee for the same process for the external audit by certification agency	0.5	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21.. ensure the smooth conduct of external audit and ensure the identified NCs are closed and signed off as per the timelines	1	4	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N6308
NOS Name	Coordinate with various departments for improving the quality standards of the final product
Sector	Automotive
Sub-Sector	Manufacturing Support
Occupation	Quality Assurance
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	23/08/2013
Next Review Date	30/07/2015
NSQC Clearance Date	

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 % : 75

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0006.Maintain a safe and healthy working environment	25	75	-	-	100	10
ASC/N0022.Ensure implementation of 5S activities at the shop floor & the office area	29	71	-	-	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N6307.Monitor the final product quality	30	70	-	-	100	35
ASC/N6308.Coordinate with various departments for improving the quality standards of the final product	25	75	-	-	100	35
Total	134	366	-	-	500	100

Acronyms

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

Qualification Pack

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.

Qualification Pack

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