

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Manager Customer Quality Level 6

SECTOR: AUTOMOTIVE

SUB-SECTOR: MANUFACTURING SUPPORT

OCCUPATION: QUALITY ASSURANCE

JOB ROLE : MANAGER CUSTOMER QUALITY

REFERENCE ID: ASC/Q6304

ALIGNED TO : NCO-2004/Nil

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.

Job Details

Qualifications Pack Code	ASC/Q 6304		
Job Role	Manager-Customer Quality		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.1
Sector	Automotive	Drafted on	13/08/13
Sub-sector	Manufacturing Support	Last reviewed on	27/08/13
Occupation	Quality Assurance	Next review date	30/07/15

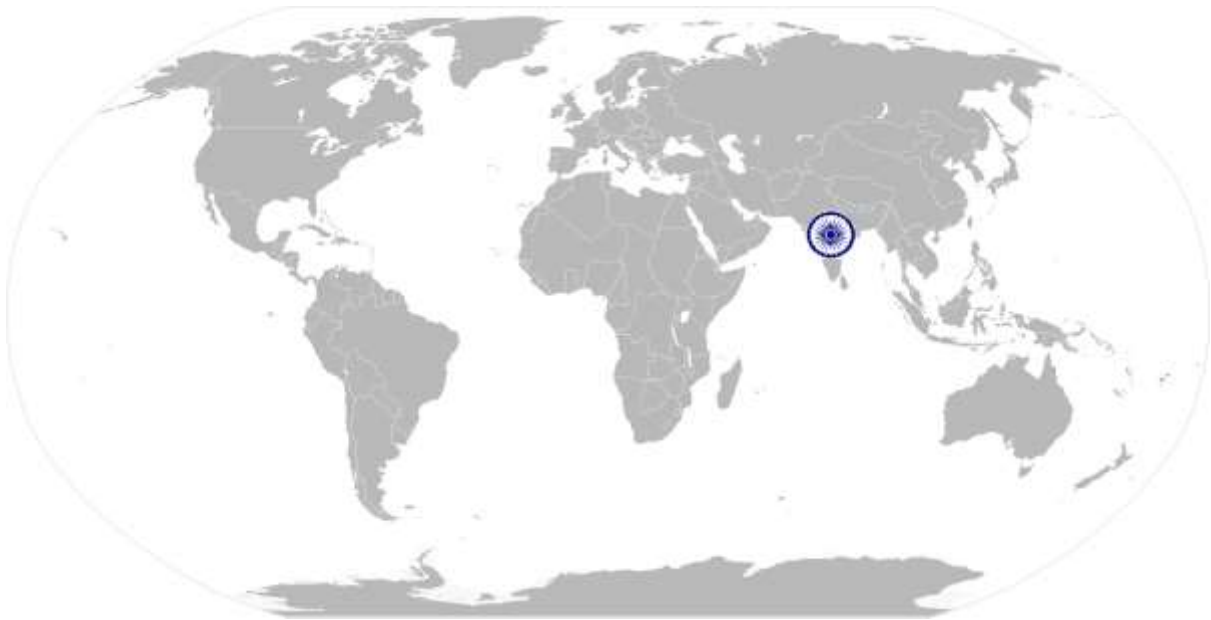
Job Role	Manager-Customer Quality
Role Description	managing and maintaining the desired quality levels of final products delivered to the customer
NVEQF/NVQF level	6
Minimum Educational Qualifications*	B. Tech/Diploma in Mechanical/Electrical/Electronics Engineering
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	- 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
Experience	ASDC Level 5 or minimum 6-8 years in Quality/ Manufacturing department
Applicable National Occupational Standards (NOS)	Compulsory: ASC/N6307. Monitor the final product quality ASC/N6308. Coordinate with various departments for improving the quality standards of the final product ASC/N0002. Work effectively in a team ASC/N0006. Maintaining a safe, clean and secure working environment ASC/N0022 Ensure implementation of 5S activities at the shop floor & the office area Optional: N.A.
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding 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	Core skills or generic skills 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.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
SCM	Supply Chain Management
SAP	System Application and Products
PPC	Production Planning and Control
HSE	Health , Safety and Environment
PCN	Parts Change Note
PPAP	Production Part Approval Process
PO	Purchase Order
TS	TS 16949 system
APQP	Advanced Product Quality Planning
MSA	Measurement System Analysis
SPC	Statistical Process Control
RCA	Root Cause Analysis
QMS	Quality Management System

ASC/N6307. Monitor the final product quality

National Occupational Standards



Overview

This unit is about managing and controlling the quality of the final products in order to deliver high quality to the customers

ASC/N6307. Monitor the final product quality

National Occupational Standard

Unit Code	ASC/N6307
Unit Title (Task)	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
Performance Criteria(PC) w.r.t. the Scope	
Element	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 scrappage 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	PC8. coordinate with the supplier quality and manufacturing quality assurance departments for linking of documents pertaining to PFMEAs , PFDs , Vendor

ASC/N6307. Monitor the final product quality

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

ASC/N6307. Monitor the final product quality

	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 re-occurrence 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: 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

ASC/N6307. Monitor the final product quality

	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 (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. product portfolio of organization KA2. the manufacturing processes of organization KA3. change management information flow methodology KA4. customer product portfolio (if applicable) KA5. policies and procedures for storage and preservation of materials KA6. policies, compliances and systems followed for HSE KA7. TS-16949/any other QMS system guidelines followed in the organization KA8. New Process/Product development protocol and methodology
B. Technical Knowledge	The individual on the job needs to have knowledge of: KB1. manufacturing process being followed for each product KB2. inspection checkpoints for product and process audits KB3. tests performed for product and process parameters maintenance KB4. process validation methodology followed KB5. dock audit checklist KB6. PDI inspection report contents KB7. layout inspection methodology for dimension validation KB8. QC tools like MSA, SPC, Pareto analysis, Fishbone diagram etc. KB9. APQP procedures/ PFMEA/ CP KB10. data analysis tools like 8Ds, five why analysis etc. KB11. requirements for PPAP KB12. requirements for TS-16949/QMS system followed KB13. information systems like SAP, ERP etc. KB14. information flow system followed at customer's end
Skills (S) [Optional]	

ASC/N6307. Monitor the final product quality

A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to communicate with: - SA1. the supplier quality and the concerned departments for discrepancies observed in new parts development - SA2. coordinate with R&D and other concerned departments for ECN implementation - SA3. the Marketing and the concerned departments for field failures/warranty issues - SA4. coordinating with NPD department for new product development - SA5. coordinate with concerned departments for dock audit and PDI NCs closure - SA6. senior management for updating the progress and seeking their support - SA7. team members for reviewing the progress of day to day activities
	Teamwork and multitasking
	The user/ individual on the job needs to know and understand how to: - SA8. coordinate with various departments like R&D , Manufacturing, manufacturing Quality etc. based on the requirement - SA9. distribute workload among team members ensuring smooth execution of the inspection of the final product in an efficient and timely manner - SA10. coordinate with various departments like NPD , Marketing, R&D etc. based on the requirement - SA11. share operation knowledge with colleagues
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to: - SB1. think through and devise the countermeasure for resolution for any quality related issue observed in the received supplier's parts or the manufacturing process followed by the supplier - SB2. work on actions to be taken on immediate basis in case of frequent rejections during the manufacturing processes - SB3. think through and devise the countermeasure for resolution for any quality related issue observed in the components of the final product - SB4. work on actions to be taken on immediate basis in case of frequent rejections during the PDI stage - SB5. devise interim/permanent countermeasures for the non-conformities observed in the field failures/warranty issues using analysis tools like 4Ds , 8Ds etc.
	Critical thinking
	The user/individual on the job needs to know how to: - SB6. coordinate with the process owners and devise countermeasures for immediate addressal of the non-conformities observed in PDI and dock audit - SB7. coordinate with the manufacturing quality assurance for devising approach for implementation of ECN for process change

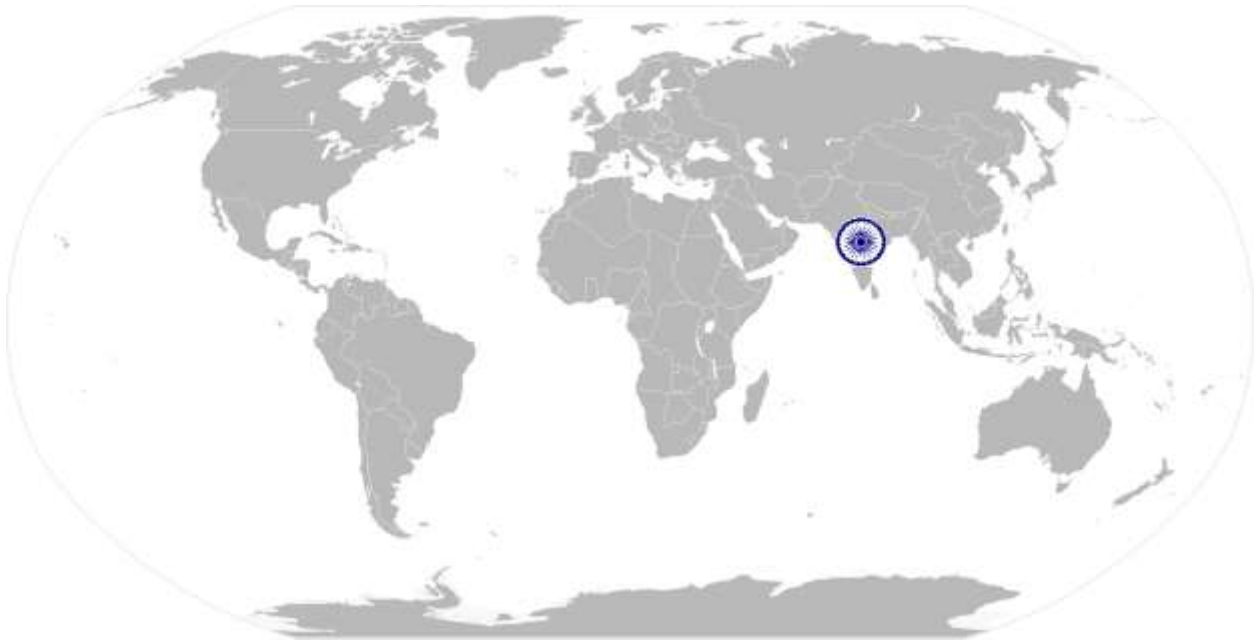
ASC/N6307. Monitor the final product quality

	SB8. understand and analyze the inspection report for providing inputs to NPD department for new product development SB9. interpret the customer feedback and translate it into the development of the new product in coordination with NPD department SB10. identify problems (technical and non-technical), disruptions and delays and methods to protect the customer.
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NOS Version Control

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

National Occupational Standards



Overview

This unit is about coordinating with various departments for improvement of the quality standards of the final product delivered to the customer

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

National Occupational Standard

Unit Code	ASC/N6308
Unit Title (Task)	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
Performance Criteria(PC) w.r.t. the Scope	
Element	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 customer's 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

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

	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 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 NC's 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 auditor's 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 (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. knowledge about the product portfolio of the organization KA2. in-depth knowledge of the manufacturing processes of the organization KA3. QMS system followed in organization KA4. customer components storage procedure KA5. reliability engineering knowledge management system KA6. certification agency for TS16949/QMS certification
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the knowledge requirements for internal auditor certification KB2. guidelines for the QMS system followed in the company KB3. internal auditor training methodology KB4. internal auditor's checklist KB5. QMS/TS16949 system guidelines and requirements KB6. PFMEA contents and interpretation KB7. failure testing done for validation KB8. techniques used for reliability engineering

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

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to:
	SA1. communicate with the gauges vendors and Sourcing department for gathering the procurement status and resolve discrepancies
	SA2. coordinate with team members and room in charge for progress updates of standard room activities execution
	SA3. gather the data pertaining to failure analysis for knowledge sharing with R&D department
	SA4. communicate with the senior management to seek their approval for storage of customer's components
	Teamwork and multitasking
	SA5. distribute workload among team members for performing standard room testing and inspection activities in an efficient and timely manner
	SA6. coordinate with team and gather inputs pertaining to reliability analysis
	SA7. share operation knowledge with colleagues
	Presentation skills
	The user/ individual on the job needs to know and understand how to:
	SA8. present in front of the senior management the reliability analysis in terms for their review
	SA9. seek support from senior management as per requirement by sharing presentations/excel sheets for data pertaining to manufacturing quality
B. Professional Skills	Interpretation skills
	The user/ individual on the job needs to know and understand how to:
	SB1. understand the documentation done by vendor complying to TS 16949/QMS system guidelines
	SB2. understand the failure analysis data mentioned in PFMEAs and accordingly devise strategies for addressal of concerns
	SB3. interpret the testing and inspection reports performed in standards room
	Critical thinking
	The user/individual on the job needs to know and understand:
	SB4. problems (technical and non-technical), disruptions and delays
	SB5. escalation procedures
	SB6. to work with a fall back action plan in the event of any issue
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB7. decide with respect to HSE compliance violations by the team members
	SB8. based on the process owners feedback, review and analyze the countermeasures effectiveness for NC closure

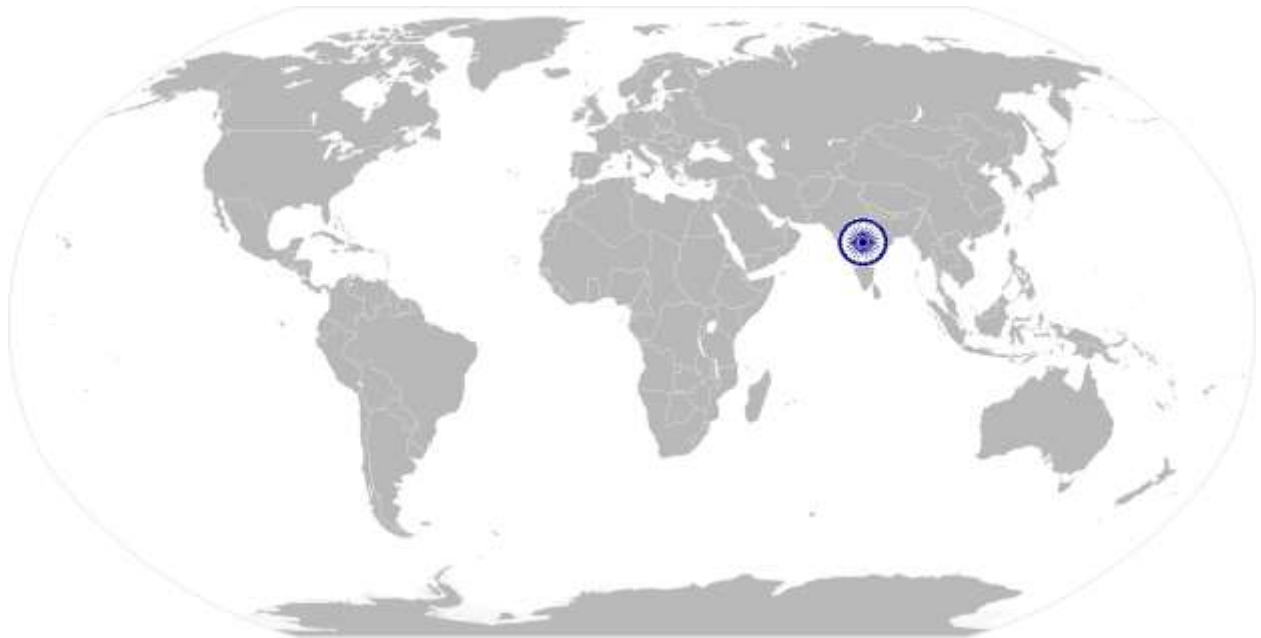
ASC/N6308. Coordinate with various departments for improving the quality standards of the final product

NOS Code	ASC/N6308		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

NOS Version Control

ASC/N0002. Work effectively in a team

National Occupational Standards



Overview

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

ASC/N0002. Work effectively in a team

National Occupational Standard

Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the 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
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
A. Compulsory	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 organisation's policies and procedures for working with colleagues PC9. Ability to share resources with other members as per priority of tasks
B. Optional	N.A.
Knowledge and Understanding (K)w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. The organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. The importance of effective communication and establishing good working relationships with colleagues KA3. Different methods of communication and the circumstances in

ASC/N0002. Work effectively in a team

	which it is appropriate to use these KA4. The importance of creating an environment of trust and mutual respect KA5. The implications of own work on the work and schedule of others
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Different types of information that colleagues might need and the importance of providing this information when it is required KB2. The importance of helping colleagues with problems, in order to meet quality and time standards as a team
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. Complete written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Listen effectively and orally communicate information
	SA4. Ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. Plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. Check that the work meets customer requirements
	SB4. Deliver consistent and reliable service to customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Apply problem solving approaches in different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:

ASC/N0002. Work effectively in a team

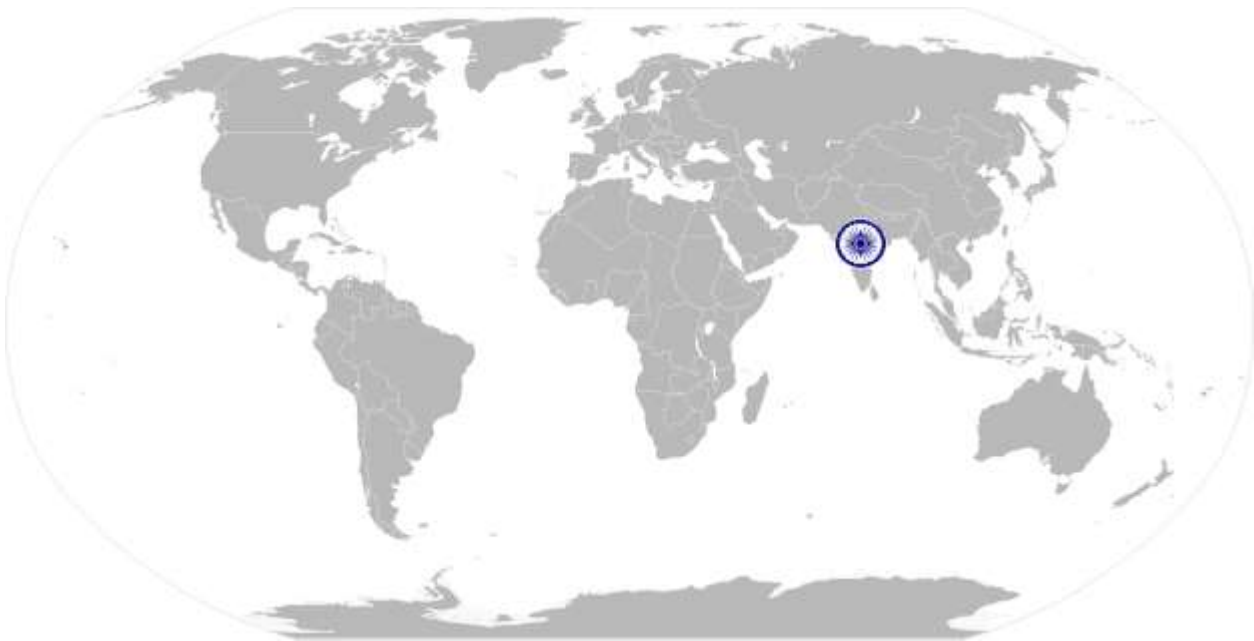
	SB6. Apply balanced judgments to different situations
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NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

ASC/N0006 Maintain a safe, clean and secure working environment

National Occupational Standards



Overview

This unit is about establishing a Safe, Healthy and Environment friendly workplace at the organization and supplier's shop floor

ASC/N0006 Maintain a safe, clean and secure working environment

National Occupational Standard	Unit Code	ASC/N0006
	Unit Title (Task)	Maintain a healthy , safe and secure working environment
	Description	This OS unit is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area of the organization and vendor's shop floor, following practices which are not impacting the environment in a negative manner
	Scope	This unit/task covers the following: Types of processes: • manufacturing quality assurance • reliability engineering support Types of products • individual child parts • part assemblies • tools/gauges/equipments
	Performance Criteria (PC) w.r.t. the Scope	
	Element	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 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	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 takes place in the designated

ASC/N0006 Maintain a safe, clean and secure working environment

	area as per organization SOP PC11. inform appropriately the medical officer/ HR in case of self or an employee's illness of contagious nature so that preventive actions can be planned for others
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to Health, Safety and Environment followed in the company
A. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. basic knowledge of Safety procedures(fire fighting, first aid) within the organization KB2. basic knowledge of various types of PPEs and their usage KB3. basic knowledge of risks associated with each occupation in the organization KB4. knowledge of personal hygiene and how an individual can contribute towards creating a highly safe and clean working environment
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. write basic level notes and observations
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read safety instructions put up across the plant premises SA3. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associate with the equipment
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. effectively communicate information to team members and Inform employees in the plant and concerned functions about potentials Safety, Health and Environment related risks observed SA5. question operator/ supervisor in order to understand the safety related issues SA6. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
B. Professional Skills	Judgmental Thinking

ASC/N0006 Maintain a safe, clean and secure working environment

	The user/individual on the job needs to know and understand how to: SB1. use common sense and make judgments during day to day basis SB2. use reasoning skills to identify and resolve basic problems
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NOS Version Control

NOS Code	ASC/N0006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

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

National Occupational Standard

Overview

This unit is about the implementing the various principles of 5S and ensure that the given guidelines are followed to ensure a clean and efficient working environment in the organization

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

National Occupational Standard

Unit Code	ASC/N0022
Unit Title (Task)	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
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ensure proper sorting of items at the work place	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	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

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	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	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 self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene
Ensure standardization	PC18. Ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant PC19. Oversee that various cleaning and organizing tasks have been developed and assigned for the work area 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	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 (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to 5S followed in the company

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processes)	
B. Technical Knowledge	The user/individual on the job needs to : KB5. have basic knowledge of 5S procedures KB6. know various types 5s practices followed in various areas KB7. understand the 5S checklists provided in the department/ team KB8. have skills to identify useful & non useful items KB9. have knowledge of labels , signs & colours used as indicators KB10. Have knowledge on how to sort and store various types of tools, equipment, material etc. KB11. know , how to identify various types of waste products KB12. understand the impact of waste/ dirt/ dust/unwanted substances on the process/ environment/ machinery/ human body KB13. have knowledge of best and environment protective ways of cleaning & waste disposal KB14. understand the importance of standardization in processes KB15. understand the importance of sustainability in 5S KB16. have knowledge of TQM process KB17. have knowledge of various materials and storage norms KB18. understand visual controls, symbols, graphs etc.
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA7. write basic level notes and observations SA8. note down observations (if any) related to the process SA9. write information documents to internal departments/ internal teams Reading Skills The user/individual on the job needs to know and understand how to: SA10. read 5S instructions put up across the plant premises Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA11. effectively communicate information to team members inform employees in the plant and concerned functions about 5S SA12. question the process head in order to understand the 5S related issues SA13. attentively listen with full attention and comprehend the

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	information given by the speaker during 5S training programs
B. Professional Skills	Judgmental Thinking
	The user/individual on the job needs to know and understand how to: SB3. use common sense and make judgments during day to day basis SB4. use reasoning skills to identify and resolve basic problems using 5S
	Persuasion
	The user/ individual on the jobs needs to know and understand how to: SB5. persuade team members to follow 5 S SB6. ensure that the team members understand the importance of using 5 S tool
	Creativity
	The user/individual on the job needs to know and understand how to : SB7. use innovative skills to perform and manage 5 S activities at the work desk and the shop floor SB8. 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
	Self -Discipline
	The user/individual on the job needs to know and understand how to: SB9. do what is right, not what is a popular practice SB10. follow shop floor rules& regulations and avoid deviations SB11. lead by example in the plant premises while performing activities related to 5S SB12. ensure self-cleanliness on a daily basis SB13. demonstrate the will to keep the work area in a clean and orderly manner
	Ownership
	The user/individual on the job needs to know and understand how to: SB14. accept additional responsibility for self and the team SB15. encourage self and other to take greater responsibilities for managing 5S SB16. identify obstacles and bottlenecks in the process and find basic level solutions for removing these obstacles
	Decision making

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	The user/individual on the job needs to know and understand how to: SB17. use previous experience in resolving problems and taking decisions SB18. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization
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NOS Version Control

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

NOS Code	ASC/N0022		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	1/03/2014
Industry Sub-sector	Manufacturing/ R&D	Last reviewed on	15/03/2014
Occupation	All	Next review date	15/03/2016