



# Automotive Service Quality Controller

QP Code: ASC/Q1427

Version: 2.0

NSQF Level: 5

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## ASC/Q1427: Automotive Service Quality Controller

### Brief Job Description

A Quality Controller is responsible for proper monitoring, testing and inspecting and final certification of work quality. The individual is able to ensure that quality standards are met as specified by the OEM or components/aggregate manufacturers or service provided by an organisation.

### Personal Attributes

The person should be patient, organised, team-oriented and have the ability to work for long hours in adverse conditions. They should be keen observers and have an eye for detail and quality.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9813: Manage work and resources](#)
2. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
3. [ASC/N1443: Perform quality control checks](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	20
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3139.5002

<b>Minimum Educational Qualification &amp; Experience</b>	<p>10th Class (+ I.T.I (Mechanic Auto Electrical and Electronics/ Mechanic Diesel/ Mechanic Motor Vehicle (MMV)) with 4 Years of experience of relevant experience</p> <p>OR</p> <p>Diploma (3 years (Automobile/Mechanical Electrical/Electronics) from recognized regulatory body with 3 Year of relevant experience after Class 12th)</p> <p>OR</p> <p>Certificate-NSQF (Four Wheeler Lead Technician Level 4) with 3 Years of experience</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Permanent driving Licence
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	2.0

## **ASC/N9813: Manage work and resources**

### **Description**

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising use of resources.

### **Scope**

The scope covers the following :

- Maintain safe and secure working environment
- Ensure work as per quality standards
- Material/energy/electricity conservation practices
- Effective waste management/recycling practices
- Ensure a healthy and hygienic workplace

### **Elements and Performance Criteria**

#### *Maintain safe and secure working environment*

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

- PC1.** ensure that the team complies with organisation's health, safety, security policies and procedures
- PC2.** identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy
- PC3.** encourage team to report any identified breaches in health, safety, and security policies and procedures to the designated person

#### *Ensure work as per quality standards*

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

- PC4.** ensure work area is kept clean and tidy
- PC5.** identify individual work requirements and provide necessary instructions to the team
- PC6.** ensure the team works as per the assigned and agreed requirements
- PC7.** identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken
- PC8.** implement ways and guide the team to manage time, resources and cost effectively
- PC9.** train the team on skill level advancement to develop expertise in their work
- PC10.** ensure that the team understands accountability for timely completion of tasks
- PC11.** analyse and validate the problem accurately and communicate different possible solutions to the problem

#### *Material/energy/electricity conservation practices*

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

- PC12.** identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes
- PC13.** ensure that the team uses resources in a responsible manner
- PC14.** ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify

- PC15.** supervise team to carry out routine cleaning of tools, machine and equipment
- PC16.** ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required

*Effective waste management/recycling practices*

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

- PC17.** identify recyclable, non-recyclable and hazardous waste generated
- PC18.** ensure the team segregates waste into different categories
- PC19.** ensure proper disposal of non-recyclable waste
- PC20.** ensure recyclable and reusable material is deposited at identified location
- PC21.** ensure the team follows processes specified for disposal of hazardous waste

*Ensure a healthy and hygienic workplace*

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

- PC22.** ensure workplace, equipment, restrooms etc. are sanitized regularly
- PC23.** promote awareness about hygiene and sanitation regulations
- PC24.** check availability of running water, hand wash and alcohol-based sanitizers at workplace
- PC25.** support employees to cope with stress, anxiety etc.
- PC26.** wear and dispose PPEs regularly and appropriately

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** different types of health and safety hazards that can be found in the workplace, risks and threats based on the nature of work
- KU2.** company defined workplace hazards and rules/regulation for maintaining health, safety and security at workplace
- KU3.** breaches in health, safety and security as well as procedures to report the same
- KU4.** workshop layout with electrical, hydraulic and thermal equipment used
- KU5.** the organisation's emergency procedures for different emergency situations and the importance of following the same
- KU6.** ways of time and cost management
- KU7.** ways to manage efficient utilisation of energy, material and water in the process
- KU8.** ways to recognize common electrical problems and common practices of conserving electricity
- KU9.** usage of different colours of dustbins and categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU10.** organisations procedures for minimizing waste
- KU11.** waste management and methods of waste disposal
- KU12.** common sources of pollution and ways to minimize it
- KU13.** different ways for skill level advancement to develop expertise
- KU14.** key performance indicators for the new tasks
- KU15.** timelines and goals set by the manager
- KU16.** importance of quality and timely delivery of the product/service

**KU17.** organisation's policies to maintain personal health and hygiene at workplace

**KU18.** significance of greening

### **Generic Skills (GS)**

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

- GS1.** read instructions/guidelines/procedures
- GS2.** listen effectively and orally communicate information
- GS3.** ask for clarification and advice from the concerned person
- GS4.** maintain positive and effective relationships with colleagues and customers
- GS5.** evaluate the possible solution(s) to the problem
- GS6.** complete written work with attention to detail
- GS7.** modify work practices to improve them
- GS8.** work with supervisors/team members to carry out work related tasks
- GS9.** complete tasks efficiently and accurately within stipulated time
- GS10.** make timely decisions for efficient utilization of resources
- GS11.** be punctual and utilize time
- GS12.** evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	<b>7</b>	<b>5</b>	-	<b>4</b>
<b>PC1.</b> ensure that the team complies with organisation's health, safety, security policies and procedures	2	2	-	1
<b>PC2.</b> identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy	3	2	-	2
<b>PC3.</b> encourage team to report any identified breaches in health, safety, and security policies and procedures to the designated person	2	1	-	1
<i>Ensure work as per quality standards</i>	<b>15</b>	<b>8</b>	-	<b>5</b>
<b>PC4.</b> ensure work area is kept clean and tidy	2	1	-	-
<b>PC5.</b> identify individual work requirements and provide necessary instructions to the team	2	1	-	1
<b>PC6.</b> ensure the team works as per the assigned and agreed requirements	1	1	-	-
<b>PC7.</b> identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken	3	2	-	2
<b>PC8.</b> implement ways and guide the team to manage time, resources and cost effectively	2	-	-	-
<b>PC9.</b> train the team on skill level advancement to develop expertise in their work	2	1	-	1
<b>PC10.</b> ensure that the team understands accountability for timely completion of tasks	2	-	-	-
<b>PC11.</b> analyse and validate the problem accurately and communicate different possible solutions to the problem	1	2	-	1
<i>Material/energy/electricity conservation practices</i>	<b>10</b>	<b>6</b>	-	<b>4</b>
<b>PC12.</b> identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes	2	2	-	2



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> ensure that the team uses resources in a responsible manner	2	1	-	-
<b>PC14.</b> ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify	2	1	-	1
<b>PC15.</b> supervise team to carry out routine cleaning of tools, machine and equipment	2	1	-	-
<b>PC16.</b> ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required	2	1	-	1
<i>Effective waste management/recycling practices</i>	<b>10</b>	<b>6</b>	-	<b>4</b>
<b>PC17.</b> identify recyclable, non-recyclable and hazardous waste generated	2	2	-	1
<b>PC18.</b> ensure the team segregates waste into different categories	2	1	-	1
<b>PC19.</b> ensure proper disposal of non-recyclable waste	2	1	-	-
<b>PC20.</b> ensure recyclable and reusable material is deposited at identified location	2	1	-	1
<b>PC21.</b> ensure the team follows processes specified for disposal of hazardous waste	2	1	-	1
<i>Ensure a healthy and hygienic workplace</i>	<b>8</b>	<b>5</b>	-	<b>3</b>
<b>PC22.</b> ensure workplace, equipment, restrooms etc. are sanitized regularly	2	1	-	-
<b>PC23.</b> promote awareness about hygiene and sanitation regulations	2	1	-	1
<b>PC24.</b> check availability of running water, hand wash and alcohol-based sanitizers at workplace	1	1	-	-
<b>PC25.</b> support employees to cope with stress, anxiety etc.	1	1	-	1
<b>PC26.</b> wear and dispose PPEs regularly and appropriately	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9813
<b>NOS Name</b>	Manage work and resources
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## **DGT/VSQ/N0103: Employability Skills (90 Hours)**

### **Description**

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

### **Scope**

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

### **Elements and Performance Criteria**

#### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

#### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

#### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment
- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

**PC8.** adopt a continuous learning mindset for personal and professional development

*Basic English Skills*

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

**PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone

**PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English

**PC11.** write short messages, notes, letters, e-mails etc. in English

*Career Development & Goal Setting*

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

**PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes

**PC13.** prepare a career development plan with short- and long-term goals

*Communication Skills*

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

**PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings

**PC15.** use active listening techniques for effective communication

**PC16.** communicate in writing using appropriate style and format based on formal or informal requirements

**PC17.** work collaboratively with others in a team

*Diversity & Inclusion*

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

**PC18.** communicate and behave appropriately with all genders and PwD

**PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

*Financial and Legal Literacy*

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

**PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

**PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

**PC22.** identify common components of salary and compute income, expenses, taxes, investments etc

**PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

*Essential Digital Skills*

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

**PC24.** operate digital devices and use their features and applications securely and safely

**PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

**PC26.** display responsible online behaviour while using various social media platforms

**PC27.** create a personal email account, send and process received messages as per requirement

**PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

**PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account

- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## **Generic Skills (GS)**

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## **ASC/N1443: Perform quality control checks**

### **Description**

This OS unit is about planning and monitoring various activities concerned with the development, application and maintenance of quality standards. It also involves ensuring that the workshop has updated quality and other ISO certifications.

### **Scope**

The scope covers the following :

- Manage and perform periodic quality checks
- Ensure adherence to quality standards

### **Elements and Performance Criteria**

#### *Manage and perform periodic quality checks*

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

- PC1.** plan work in coordination with the workshop manager and supervisors/service advisors to control the quality
- PC2.** plan periodic inspections to monitor the quality levels of various systems and processes with close coordination with other stakeholders
- PC3.** identify inspection criteria and verifying process for quality of services as well as parts
- PC4.** perform quality checks on vehicle for parameters such as no loose connection/tools left/caps and covers, etc.
- PC5.** inspect visually inside the vehicle to check for various parameters such as no fingerprints, foot prints, etc.
- PC6.** supervise inspection of auto parts, components and material using precision tools and gauges to avoid spurious or duplicate parts
- PC7.** perform other necessary inspections related to quality checks such as verifying wheel alignments, ensuring thorough car wash, etc.
- PC8.** evaluate and recommend the use of reconditioned aggregate, new part or repair of an existing part as per the OEM guidelines
- PC9.** ensure that the discrepancies, if any, are fixed and work is done as per the job card specifications
- PC10.** report the status of quality check, including any discrepancy, to managers and supervisors

#### *Ensure adherence to quality standards*

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

- PC11.** ensure that maintenance and service bulletin books are updated as per standards and all concerned personnel are informed about the documentation
- PC12.** develop and implement quality control processes to improve efficiency of the daily operations
- PC13.** ensure that the quality control process is closely supervised as per the OEM guidelines through regular inspections

- PC14.** ensure that all ISO standards such as ISO/TS 16949, ISO 9000 series, ISO 10002 etc. are adhered to during service and repair
- PC15.** adhere to audit schedules of each process as per defined formats and frequency
- PC16.** ensure proper storage and retrieval of documents as and when required
- PC17.** identify and implement certification standards for quality management, customer services par excellence, effective environment management system (EMS) etc.
- PC18.** analyse requirements for new certifications to ensure implementation of quality aspects in the workshop like Kaizen

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2.** SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.
- KU3.** Standard Operating Procedures (SOPs) of the organization/dealership to maintain the overall systems, process and quality aspects in the workshop
- KU4.** terms and conditions related to quality check and auditing procedure as prescribed by the OEM/ auto component manufacturer
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities regarding the service, maintenance and repair across various job roles in a workshop as specified by the respective OEM
- KU6.** technical specifications of various OEM vehicular products as well as those manufactured by the competitors
- KU7.** basic technology used in the overall functioning of various components/aggregates (especially the core aggregates like engine, gear box, propeller shaft, clutch and brake assembly, transmission systems, axles etc.)
- KU8.** use of relevant tool, measuring device/equipment and interpretation of all relevant mathematical calculations
- KU9.** procedures for car wash and wheel alignment
- KU10.** communication mode and means for coordinating with teams on quality inspections and checks
- KU11.** technical and quality aspects mentioned in the maintenance & service bulletin books as released by the respective OEM
- KU12.** difference between original and spurious auto parts, components and materials along with precision tools and gauges
- KU13.** how to update quality check status report as per format specified by respective OEM
- KU14.** safety, health and environmental policies and regulations for the work place as well as for automotive trade in general
- KU15.** safety requirements recommended by the OEM for handling tool/equipment, hazardous substances and while working in hazardous environments
- KU16.** legal regulations that need to be considered for handling hybrid vehicles in the workshop
- KU17.** occupational Safety and Health (OSH) measures required for working on vehicles

## **Generic Skills (GS)**

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

- GS1.** read and interpret workplace documentation
- GS2.** write in English and at least one regional language
- GS3.** operate computer to accomplish basic tasks
- GS4.** acquire new information, knowledge and skills
- GS5.** flow of information within the organization, whether formal or informal and verbal or written
- GS6.** interact with others in a professional and courteous manner
- GS7.** identify achievable goals to develop necessary strategies
- GS8.** plan work according to the daily operations, required schedules, locations and time management policies
- GS9.** take appropriate and timely decision as per the urgency of the task
- GS10.** use logic and reasoning to identify the strengths and weaknesses of the others
- GS11.** identify all key requirements of the subordinates
- GS12.** perform crisis management to deal with crises in a manner that minimizes damage

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage and perform periodic quality checks</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> plan work in coordination with the workshop manager and supervisors/service advisors to control the quality	2	1	-	1
<b>PC2.</b> plan periodic inspections to monitor the quality levels of various systems and processes with close coordination with other stakeholders	2	1	-	2
<b>PC3.</b> identify inspection criteria and verifying process for quality of services as well as parts	3	2	-	1
<b>PC4.</b> perform quality checks on vehicle for parameters such as no loose connection/tools left/caps and covers, etc.	1	3	-	1
<b>PC5.</b> inspect visually inside the vehicle to check for various parameters such as no fingerprints, foot prints, etc.	2	2	-	1
<b>PC6.</b> supervise inspection of auto parts, components and material using precision tools and gauges to avoid spurious or duplicate parts	3	2	-	2
<b>PC7.</b> perform other necessary inspections related to quality checks such as verifying wheel alignments, ensuring thorough car wash, etc.	1	3	-	-
<b>PC8.</b> evaluate and recommend the use of reconditioned aggregate, new part or repair of an existing part as per the OEM guidelines	3	3	-	1
<b>PC9.</b> ensure that the discrepancies, if any, are fixed and work is done as per the job card specifications	1	2	-	1
<b>PC10.</b> report the status of quality check, including any discrepancy, to managers and supervisors	2	1	-	-
<i>Ensure adherence to quality standards</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC11.</b> ensure that maintenance and service bulletin books are updated as per standards and all concerned personnel are informed about the documentation	2	2	-	1



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> develop and implement quality control processes to improve efficiency of the daily operations	2	2	-	2
<b>PC13.</b> ensure that the quality control process is closely supervised as per the OEM guidelines through regular inspections	2	2	-	1
<b>PC14.</b> ensure that all ISO standards such as ISO/TS 16949, ISO 9000 series, ISO 10002 etc. are adhered to during service and repair	3	3	-	2
<b>PC15.</b> adhere to audit schedules of each process as per defined formats and frequency	3	3	-	1
<b>PC16.</b> ensure proper storage and retrieval of documents as and when required	2	2	-	-
<b>PC17.</b> identify and implement certification standards for quality management, customer services par excellence, effective environment management system (EMS) etc.	4	4	-	2
<b>PC18.</b> analyse requirements for new certifications to ensure implementation of quality aspects in the workshop like Kaizen	2	2	-	1
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1443
<b>NOS Name</b>	Perform quality control checks
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

**Assessment Weightage**

Compulsory NOS

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
ASC/N9813.Manage work and resources	50	30	-	20	100	15
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
ASC/N1443.Perform quality control checks	40	40	-	20	100	75
<b>Total</b>	<b>110</b>	<b>100</b>	<b>-</b>	<b>40</b>	<b>250</b>	<b>100</b>

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OEM</b>	Original Equipment Manufacturer
<b>EMS</b>	Environment Management System
<b>ISO</b>	International Organization for Standardization
<b>OEM</b>	Original Equipment Manufacturer
<b>EMS</b>	Environment Management System
<b>ISO</b>	International Organization for Standardization

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.