



Automotive Service Supervisor

QP Code: ASC/Q1412

Version: 2.0

NSQF Level: 6

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building
New Delhi - 110020

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ASC/Q1412: Automotive Service Supervisor

Brief Job Description

The individual is responsible for work assignment to technicians on shop floor depending upon their skills and supervising service, repair and maintenance operations of the vehicle as per OEM guidelines within the expected time and cost to ensure minimum repeat complaints.

Personal Attributes

The individual should have good communication and interpersonal skills. The individual should be a good team player as coordination is required with internal and external stakeholders in order to provide time and cost effective solutions to customer issues. The individual must have technical knowledge related to automobiles in order to understand the technical aspects of the vehicle. The individual must have good listening skills and have patience as this job requires interaction with different customers and understand individual requirements.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9813: Manage work and resources](#)
2. [ASC/N9812: Interact effectively with team, customers and others](#)
3. [ASC/N1440: Supervise team and evaluate performance](#)
4. [ASC/N1424: Manage and supervise workshop operations](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service and Repair
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.2501

<p>Minimum Educational Qualification & Experience</p>	<p>10th Class + I.T.I (Mechanic Auto Electrical and Electronics/ Mechanic Diesel/ Mechanic Motor Vehicle (MMV)) with 4 Years of relevant experience</p> <p>OR</p> <p>3 years Diploma (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 5) with 3 Years of relevant experience</p>
<p>Minimum Level of Education for Training in School</p>	
<p>Pre-Requisite License or Training</p>	<p>Permanent driving Licence</p>
<p>Minimum Job Entry Age</p>	<p>23 Years</p>
<p>Last Reviewed On</p>	<p>31/08/2021</p>
<p>Next Review Date</p>	<p>31/08/2024</p>
<p>NSQC Approval Date</p>	<p>31/08/2021</p>
<p>Version</p>	<p>2.0</p>

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>	7	5	-	4
PC1. ensure that the team complies with organisation’s health, safety, security policies and procedures	2	2	-	1
PC2. identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy	3	2	-	2
PC3. 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>	15	8	-	5
PC4. ensure work area is kept clean and tidy	2	1	-	-
PC5. identify individual work requirements and provide necessary instructions to the team	2	1	-	1
PC6. ensure the team works as per the assigned and agreed requirements	1	1	-	-
PC7. identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken	3	2	-	2
PC8. implement ways and guide the team to manage time, resources and cost effectively	2	-	-	-
PC9. train the team on skill level advancement to develop expertise in their work	2	1	-	1
PC10. ensure that the team understands accountability for timely completion of tasks	2	-	-	-
PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem	1	2	-	1
<i>Material/energy/electricity conservation practices</i>	10	6	-	4
PC12. 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
PC13. ensure that the team uses resources in a responsible manner	2	1	-	-
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	2	1	-	1
PC15. supervise team to carry out routine cleaning of tools, machine and equipment	2	1	-	-
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	2	1	-	1
<i>Effective waste management/recycling practices</i>	10	6	-	4
PC17. identify recyclable, non-recyclable and hazardous waste generated	2	2	-	1
PC18. ensure the team segregates waste into different categories	2	1	-	1
PC19. ensure proper disposal of non-recyclable waste	2	1	-	-
PC20. ensure recyclable and reusable material is deposited at identified location	2	1	-	1
PC21. ensure the team follows processes specified for disposal of hazardous waste	2	1	-	1
<i>Ensure a healthy and hygienic workplace</i>	8	5	-	3
PC22. ensure workplace, equipment, restrooms etc. are sanitized regularly	2	1	-	-
PC23. promote awareness about hygiene and sanitation regulations	2	1	-	1
PC24. check availability of running water, hand wash and alcohol-based sanitizers at workplace	1	1	-	-
PC25. support employees to cope with stress, anxiety etc.	1	1	-	1
PC26. wear and dispose PPEs regularly and appropriately	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9813
NOS Name	Manage work and resources
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

ASC/N9812: Interact effectively with team, customers and others

Description

This unit is about communicating with team members, superior and others.

Scope

The scope covers the following :

- Communicate effectively with team members
- Interact with superiors
- Respect gender and ability differences

Elements and Performance Criteria

Communicate effectively with team members

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

- PC1. implement ways to share information with team members in line with organisational requirements
- PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written
- PC3. manage and co-ordinate with team members to integrate work as per requirements
- PC4. work in a way that show respect for all team members and customers
- PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons
- PC6. resolve conflicts within the team members at work to achieve smooth workflow
- PC7. guide the team members to follow the organisation's policies and procedures
- PC8. ensure team goals are given preference over individual goals
- PC9. respect personal space of colleagues and customers

Interact with superiors

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

- PC10. report progress on job allocated and team performance to the superiors
- PC11. escalate problems to superiors that cannot be handled
- PC12. train the team members to report completed work and receive feedback on work done
- PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future

Respect gender and ability differences

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

- PC14. ensure team shows sensitivity towards all genders and PwD
- PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability
- PC16. help PwD team members to overcome the challenges, if asked

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the importance of effective communication and establishing good working relationships with team members and superiors
- KU2. different methods of communication as per the circumstances
- KU3. gender based concepts, issues and legislation
- KU4. organisation standards and guidelines to be followed for PwD
- KU5. rights and duties at workplace with respect to PwD
- KU6. organisation policies and procedures pertaining to written and verbal communication

Generic Skills (GS)

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

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. work with supervisors/team members to carry out work related tasks
- GS4. complete tasks efficiently and accurately within stipulated time
- GS5. make timely decisions for efficient utilization of resources
- GS6. read instructions/guidelines/procedures
- GS7. write in English/any one language

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with team members</i>	20	14	-	8
PC1. implement ways to share information with team members in line with organisational requirements	2	2	-	-
PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written	2	2	-	2
PC3. manage and co-ordinate with team members to integrate work as per requirements	2	1	-	2
PC4. work in a way that show respect for all team members and customers	3	1	-	2
PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons	2	2	-	-
PC6. resolve conflicts within the team members at work to achieve smooth workflow	3	2	-	-
PC7. guide the team members to follow the organisation's policies and procedures	2	1	-	-
PC8. ensure team goals are given preference over individual goals	2	1	-	-
PC9. respect personal space of colleagues and customers	2	2	-	2
<i>Interact with superiors</i>	18	10	-	7
PC10. report progress on job allocated and team performance to the superiors	4	3	-	2
PC11. escalate problems to superiors that cannot be handled	4	2	-	1
PC12. train the team members to report completed work and receive feedback on work done	5	2	-	2
PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future	5	3	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Respect gender and ability differences</i>	12	6	-	5
PC14. ensure team shows sensitivity towards all genders and PwD	4	2	-	2
PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability	4	2	-	2
PC16. help PwD team members to overcome the challenges, if asked	4	2	-	1
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9812
NOS Name	Interact effectively with team, customers and others
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

ASC/N1440: Supervise team and evaluate performance

Description

This NOS is about supervising and evaluating the performance of the team to ensure higher levels of motivation and work completion within the organisational framework.

Scope

The scope covers the following :

- Supervise and evaluate performance of service team
- Complete documentation

Elements and Performance Criteria

Supervise and evaluate performance of service team

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

- PC1. set goals and targets as per organisational directives for service team
- PC2. take quantified measures and create metrics to analyse the performance delivered by team
- PC3. set tangible and achievable incentives for team members as per the goals and targets assigned
- PC4. ensure and implement strict adherence of all activities performed by team members to organisational guidelines
- PC5. monitor and supervise all activities performed by team members to achieve set goals
- PC6. evaluate performance of team members on the designed measures and metrics as per the guidelines of the organization
- PC7. assist and support reporting team members whenever necessary or applicable
- PC8. perform all appraisal related process flow for team members, as per their performance parameters
- PC9. ensure proper process flow and implement improvements as per the feedbacks and queries received from team members

Complete documentation

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

- PC10. document all Key Performance Indicators (KPIs) and metrics of team in the prescribed format of organisation
- PC11. handover all the documents and appropriate support measures to human resources department for official records

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. Standard Operating Procedures (SOP) of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2. operating procedures for query and problem reporting and their redressal in the organisation

- KU3.** framework and guidelines prescribed by the organisation for query, evaluation, appraisals and problem redressal
- KU4.** documentation requirements for each procedure carried out as part of job roles and responsibilities
- KU5.** institutional and professional code of ethics and standards of practice
- KU6.** documentation requirements for appraisals and other performance evaluations of various subordinate positions
- KU7.** process flow for performance evaluation, documentation and appraisals related with them
- KU8.** subordinate and reporting executives problems and queries and documenting it in the organisation's prescribed format
- KU9.** software or format such as MS Office and Management Information System (MIS) as prescribed by the organization

Generic Skills (GS)

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

- GS1.** read and interpret workplace related documentation
- GS2.** communicate using terms, names, grades and other nomenclature pertaining to the automotive trade
- GS3.** analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS4.** identify potential workplace problem and take suitable action
- GS5.** write in English/regional language

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise and evaluate performance of service team</i>	34	33	-	16
PC1. set goals and targets as per organisational directives for service team	5	3	-	2
PC2. take quantified measures and create metrics to analyse the performance delivered by team	5	4	-	2
PC3. set tangible and achievable incentives for team members as per the goals and targets assigned	5	3	-	2
PC4. ensure and implement strict adherence of all activities performed by team members to organisational guidelines	3	4	-	2
PC5. monitor and supervise all activities performed by team members to achieve set goals	4	4	-	2
PC6. evaluate performance of team members on the designed measures and metrics as per the guidelines of the organization	3	4	-	2
PC7. assist and support reporting team members whenever necessary or applicable	3	4	-	2
PC8. perform all appraisal related process flow for team members, as per their performance parameters	4	4	-	2
PC9. ensure proper process flow and implement improvements as per the feedbacks and queries received from team members	2	3	-	-
<i>Complete documentation</i>	6	7	-	4
PC10. document all Key Performance Indicators (KPIs) and metrics of team in the prescribed format of organisation	4	4	-	2
PC11. handover all the documents and appropriate support measures to human resources department for official records	2	3	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1440
NOS Name	Supervise team and evaluate performance
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

ASC/N1424: Manage and supervise workshop operations

Description

This OS unit is about supervising service and repair operations of the vehicles, technicians/aggregates and other assets at the workshop. This unit is also about evaluating performance of all team members and reporting executives.

Scope

The scope covers the following :

- Supervise technicians
- Manage tools, equipment and procurement of spare parts
- Supervise service and repair operations
- Supervise performance of all reporting executives
- Evaluate performance of all reporting executives

Elements and Performance Criteria

Supervise technicians

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

- PC1. check the new service requests on daily basis and corresponding job cards
- PC2. plan work on requests (service or repair) according to the schedule and location of the service (at customer site, on road or in workshop)
- PC3. prioritize the service or repair requirements for vehicles reported with respect to technician, spare parts allocation, etc.
- PC4. perform workshop load calculation to plan daily operations and their execution in a smooth manner
- PC5. allocate technicians/component specialists as per the requirements of the service, maintenance or repair to be done on the vehicle
- PC6. test drive a relevant 2/3/4 wheeler vehicle to ensure proper diagnosis by technicians, whenever required
- PC7. identify workforce gaps amongst the technicians/component specialists for various workshop bays as per the OEM guidelines or as per industry norms
- PC8. identify the training gaps and recommend technicians/component specialists for various trainings to workshop manager
- PC9. report to the service manager or GM Service on functioning of the workshop or body shop and on any requirements, challenges and problems faced
- PC10. offer support to technicians in case of any requirements/concern
- PC11. ensure discipline and adherence of technicians/components specialists to organisation's regulations

Manage tools, equipment and procurement of spare parts

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

- PC12. manage day to day troubleshooting of various components in coordination with technical specialists

- PC13. ensure that the equipment and special tools are used in the correct manner by the technicians/component specialists as per the OEM guidelines
- PC14. manage the maintenance of workshop facilities and other tools including fixed equipment
- PC15. coordinate with the spare parts manager to ensure supply of materials, parts and other requirements
- PC16. ensure procurement of spare parts from the market in the most cost-effective manner which are not available at workshop spares counter and urgently required
- PC17. coordinate with warranty processor for replacement of failed parts/aggregates as per the warranty manual and laid down organisational guidelines

Supervise service and repair operations

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

- PC18. develop solutions for identified faults and issues in the various components/aggregates of the vehicle
- PC19. plan the optimised processes at the various bays (including AMC bay, quick repair bay etc.) of the workshop to ensure smooth operations
- PC20. ensure that the placement of vehicles on the designated bays are scheduled for quick service/repair
- PC21. assist team in resolving critical issues that need urgent action or specialist intervention
- PC22. ensure that the complaints, service and repair requirements by the customer is resolved to his/her satisfaction and within estimated time and cost
- PC23. manage quality issues in the work done by the technicians and components/aggregate specialists to reduce rework or repeat complaints
- PC24. provide appropriate personal protective equipment to all people working on the bays of the workshop and encourage them to use it for promoting a safe working environment
- PC25. perform the final inspection after the service and repair operations are completed, in case the quality inspector is unavailable
- PC26. prepare all diagnostic and repair reports in coordination with components specialists and technical manager

Supervise performance of all reporting executives

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

- PC27. set goals and targets as per organisational directives for all reporting executives
- PC28. set transparent, tangible and achievable incentives for team as per the goals and targets assigned
- PC29. assess additional cost burden as a result of various incentives/rewards/recognition schemes for the team to ensure the overall profitability of the organisation
- PC30. ensure and implement strict adherence of all activities performed by team to organisational guidelines
- PC31. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals
- PC32. plan work on daily basis to ensure higher levels of motivation within the team and quality work output with minimum superior guidance
- PC33. assist and support reporting executives and help in resolving conflicts

Evaluate performance of all reporting executives

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

- PC34. create quantified measures and metrics to analyse the performance delivered by subordinates
- PC35. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organisation
- PC36. document all performance indicators and metrics of subordinates in the prescribed format of organisation
- PC37. inform team about appraisal related process flow as per respective performance documents
- PC38. ensure implementation of proper process flow for feedbacks and queries received from subordinates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. latest vehicle design, manufacturer, consumer and vehicle legislation, industry and trade practices
- KU2. technical specifications of various OEM vehicular products as well as those manufactured by the competitors
- KU3. documentation requirements regarding the service, maintenance and repair as specified by the respective OEM
- KU4. how to test drive a vehicle for fault diagnosis
- KU5. how to train and provide guidance (both technical and soft skills) to the technicians/component specialists in all matters related to the overall automotive service, maintenance and repair of vehicle
- KU6. technical aspects communicated through various service circulars
- KU7. how to advise the technicians and other component specialists to deal with various technical issues
- KU8. basic technology used in the overall functioning of various components/aggregates
- KU9. safety requirements for equipment and auto components/aggregates as prescribed by the OEM
- KU10. various aspects of tools and equipment used in the workshop
- KU11. maintenance requirement in various tools and equipment
- KU12. the spares market in the town/area
- KU13. warranty policies, insurance policies, etc.
- KU14. SOPs of the organisation/dealership for inspection, servicing, repair and replacement of various parts/aggregates mandated by the OEM
- KU15. safety and health policies and regulations for the workplace as well as for Automotive trade in general
- KU16. SOPs of the organisation for appraisals, incentives, promotions and performance evaluation
- KU17. reports to be created as part of roles and responsibilities
- KU18. software or format such as MS Office and Management Information System (MIS) as prescribed by the organisation
- KU19. organisation's incentive policy and procedures
- KU20. institutional and professional code of ethics and standards of practice

- KU21. framework and guidelines prescribed by the organisation for performance evaluations and appraisals based on the same
- KU22. process flow for performance evaluation, documentation and related appraisals
- KU23. SOPs for query and problem reporting and their redressal in the organisation
- KU24. framework and guidelines prescribed by the organisation for query and problem redressal
- KU25. redressal documentation mechanisms available in the organisation

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>Supervise technicians</i>	15	12	-	3
PC1. check the new service requests on daily basis and corresponding job cards	2	-	-	-
PC2. plan work on requests (service or repair) according to the schedule and location of the service (at customer site, on road or in workshop)	2	2	-	1
PC3. prioritize the service or repair requirements for vehicles reported with respect to technician, spare parts allocation, etc.	1	2	-	-
PC4. perform workshop load calculation to plan daily operations and their execution in a smooth manner	2	2	-	-
PC5. allocate technicians/component specialists as per the requirements of the service, maintenance or repair to be done on the vehicle	2	2	-	1
PC6. test drive a relevant 2/3/4 wheeler vehicle to ensure proper diagnosis by technicians, whenever required	-	2	-	-
PC7. identify workforce gaps amongst the technicians/component specialists for various workshop bays as per the OEM guidelines or as per industry norms	2	-	-	-
PC8. identify the training gaps and recommend technicians/component specialists for various trainings to workshop manager	2	-	-	1
PC9. report to the service manager or GM Service on functioning of the workshop or body shop and on any requirements, challenges and problems faced	-	1	-	-
PC10. offer support to technicians in case of any requirements/concern	-	1	-	-
PC11. ensure discipline and adherence of technicians/components specialists to organisation's regulations	2	-	-	-
<i>Manage tools, equipment and procurement of spare parts</i>	7	6	-	7

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. manage day to day troubleshooting of various components in coordination with technical specialists	2	-	-	2
PC13. ensure that the equipment and special tools are used in the correct manner by the technicians/component specialists as per the OEM guidelines	1	1	-	1
PC14. manage the maintenance of workshop facilities and other tools including fixed equipment	1	-	-	1
PC15. coordinate with the spare parts manager to ensure supply of materials, parts and other requirements	1	2	-	1
PC16. ensure procurement of spare parts from the market in the most cost-effective manner which are not available at workshop spares counter and urgently required	1	1	-	1
PC17. coordinate with warranty processor for replacement of failed parts/aggregates as per the warranty manual and laid down organisational guidelines	1	2	-	1
<i>Supervise service and repair operations</i>	10	9	-	8
PC18. develop solutions for identified faults and issues in the various components/aggregates of the vehicle	2	1	-	1
PC19. plan the optimised processes at the various bays (including AMC bay, quick repair bay etc.) of the workshop to ensure smooth operations	1	1	-	1
PC20. ensure that the placement of vehicles on the designated bays are scheduled for quick service/repair	-	1	-	-
PC21. assist team in resolving critical issues that need urgent action or specialist intervention	1	-	-	-
PC22. ensure that the complaints, service and repair requirements by the customer is resolved to his/her satisfaction and within estimated time and cost	2	-	-	2
PC23. manage quality issues in the work done by the technicians and components/aggregate specialists to reduce rework or repeat complaints	1	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. provide appropriate personal protective equipment to all people working on the bays of the workshop and encourage them to use it for promoting a safe working environment	1	2	-	1
PC25. perform the final inspection after the service and repair operations are completed, in case the quality inspector is unavailable	2	2	-	2
PC26. prepare all diagnostic and repair reports in coordination with components specialists and technical manager	-	1	-	-
<i>Supervise performance of all reporting executives</i>	5	8	-	2
PC27. set goals and targets as per organisational directives for all reporting executives	2	1	-	-
PC28. set transparent, tangible and achievable incentives for team as per the goals and targets assigned	1	1	-	-
PC29. assess additional cost burden as a result of various incentives/rewards/recognition schemes for the team to ensure the overall profitability of the organisation	-	-	-	2
PC30. ensure and implement strict adherence of all activities performed by team to organisational guidelines	-	1	-	-
PC31. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals	-	1	-	-
PC32. plan work on daily basis to ensure higher levels of motivation within the team and quality work output with minimum superior guidance	2	2	-	-
PC33. assist and support reporting executives and help in resolving conflicts	-	2	-	-
<i>Evaluate performance of all reporting executives</i>	3	5	-	-
PC34. create quantified measures and metrics to analyse the performance delivered by subordinates	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC35. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organisation	1	1	-	-
PC36. document all performance indicators and metrics of subordinates in the prescribed format of organisation	-	1	-	-
PC37. inform team about appraisal related process flow as per respective performance documents	-	2	-	-
PC38. ensure implementation of proper process flow for feedbacks and queries received from subordinates	1	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1424
NOS Name	Manage and supervise workshop operations
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9813.Manage work and resources	50	30	-	20	100	15
ASC/N9812.Interact effectively with team, customers and others	50	30	-	20	100	10
ASC/N1440.Supervise team and evaluate performance	40	40	-	20	100	30
ASC/N1424.Manage and supervise workshop operations	40	40	-	20	100	45
Total	180	140	-	80	400	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
KPI	Key Performance Indicators
SOP	Standard Operating Procedure
MIS	Management Information System
OEM	Original Equipment Manufacturer
GM	General Manager
AMC	Annual Maintenance Contract
SOP	Standard Operating Procedure
MIS	Management Information System

Glossary

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

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.