

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

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- Welding Machine Setter

SECTOR: AUTOMOTIVE

SUB-SECTOR: MANUFACTURING

OCCUPATION: WELDING

JOB ROLE: WELDING MACHINE SETTER

REFERENCE ID: ASC/Q3105

ALIGNED TO: NCO-2004/7223.40

Welder Machine Setter: Also known as Welding Shift In Charge or Master Technician, this role is similar for all types of joining techniques like Gas Discharge Arc Welding (MIG, MAG, TIG), Resistance Welding (Spot Welding, Projection Welding, Butt Welding), Brazing and Soldering.

Brief Job Description: This role is responsible for setting the welding machine parameters like current, voltage, electrode distance and setting the process stages during welding, brazing & soldering, supervising the shop floor activities , conducting quality checks on output product, guiding operatives and technicians to complete the assigned task, maintaining a safe & healthy working environment on the shop floor and maintaining records related to production, rejections, material movement and manpower productivity for a line/shift

Personal Attributes: Reading, writing and communication skills including emails , ability to plan & prioritize, quality consciousness, sensitivity to problem solving, decision making, safety orientation, dexterity and high precision, ability to use internal ERP systems, managing teams, grievance management, listening skills, ability to train team members, good judgmental skills and out of box thinking

Qualifications Pack Code	ASC/Q 3105		
Job Role	Welding Machine Setter		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/12/2013
Sub-sector	Manufacturing	Last reviewed on	14/04/2014
Occupation	Welding/ Soldering/ Brazeing	Next review date	25/12/2015

Job Role	Welding Machine Setter
Role Description	This role is responsible for setting the welding machine process parameters and supervising processes like welding, soldering and brazing and managing operations for a line or a shift to fulfil the production plan as shared with the team
NSQF level	6
Minimum Educational Qualifications	Diploma in Mechanical Engineering/Welding Technology
Maximum Educational Qualifications	B.E/B.Tech in Mechanical Engineering/ Production Engineering
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> • Latest welding/ soldering/ brazing techniques available in the market • 5S and Safety aspects • Problem Solving Techniques • Quality Management Systems • Team Management skills • IT and ERP Awareness
Experience	Welding Experience: 12- 15 years (ITI Background), 3-4 year (diploma background) and 1-2 years (B.E)
Occupational Standards (OS)	<ol style="list-style-type: none"> 1. ASC/N3114:Manage various joining operations like welding, soldering and brazing for a shift/line 2. ASC/N0016: Understanding process requirements, ensuring process implementation and suggest basic improvements 3. ASC/N0017: Manage production related operations of the a Shift/ Line on a day to day basis 4. ASC/N0018: Managing the team on the Line/ Shift on a day to day basis 5. ASC/N0006B: Maintain a safe and healthy working environment at the work place 6. ASC/N0022: Ensure implementation of 5S activities at the

	<u>shop floor and the office area</u>
Performance Criteria	As described in the relevant NOS units

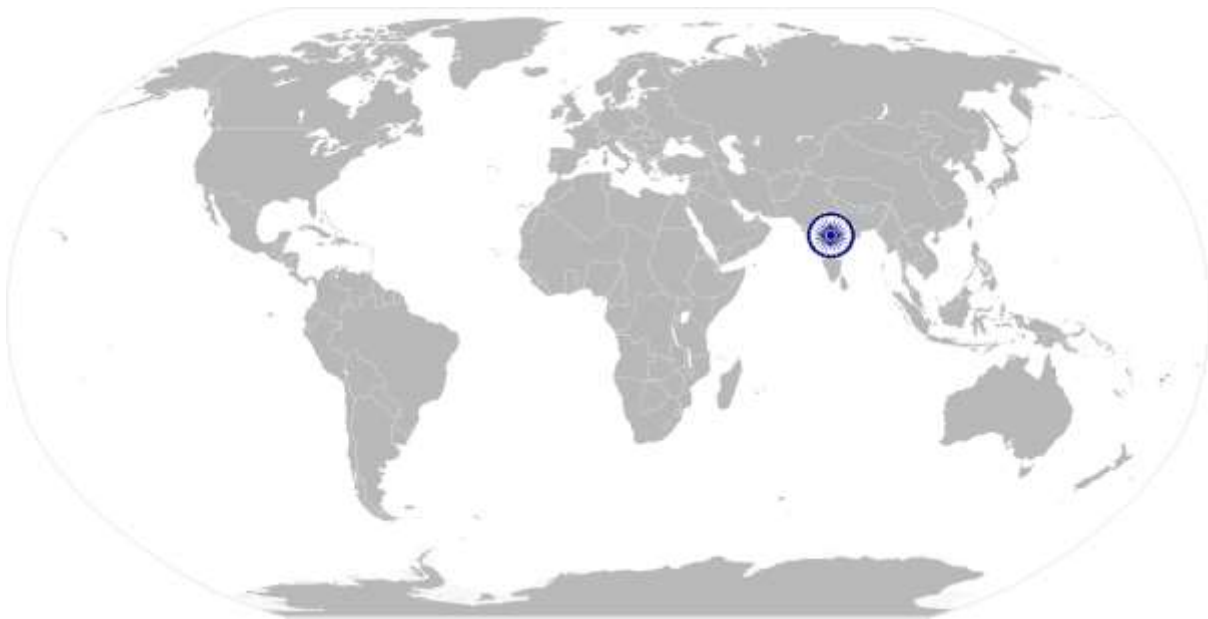
Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or 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 NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack
MIG	Metal Inert Gas
TIG	Tungsten Inert Gas
MAG	Metal Active Gas

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

National Occupational Standards



Overview

This unit is about supervising the actual welding/soldering/ brazing process and ensuring that the production meets the required quality and manufacturing norms as specified by the organization

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

National Occupational Standard	Unit Code	ASC/N3114
	Unit Title (Task)	Manage various joining operations like welding, soldering and brazing for a shift
	Description	This NOS is about setting the welding and brazing machine and supervising end to end operations to ensure that the final products manufactured by the welding team/ soldering team/ brazing team is as per the quality and production norms set by the organization
	Scope	<p>The welding machine setter or shift in charge will be responsible for</p> <ul style="list-style-type: none"> managing end to end welding/ brazing and soldering operations in the shift setting the machine operating parameters and operating process training team members on the process <p>The job holder will cover all types of Arc and Resistance welding methods for joining auto components and vehicle body. The role holder will interact with the assembly line, paint shop, maintenance team, HR, quality management and material management team</p>
	Performance Criteria (PC) w.r.t. the Scope	
Element		Performance Criteria
PC1. Manage welding and brazing operations during the shift		<p>PC2. Ensure that the team (welders, solders, brazing operators and helpers) have fully understood the job/task mentioned in the work order</p> <p>PC3. Ensure that the team members understand and follow all the does and don'ts of the manufacturing process as defined in SOPs/ Work Instructions or defined by supervisors/ master technicians</p> <p>PC4. Address all queries shared by the team are resolved by the supervisor and queries beyond the scope of the supervisor are highlighted to the concerned team</p> <p>PC5. Check for material availability in the stores for the welding team as per the production plan shared for the shift/ day and escalated issues to the concerned in case material unavailability</p> <p>PC6. Check for the welding/soldering/ brazing equipment and apparatus selected by the welder for conducting the process</p> <p>PC7. Ensure that the welder is using calibrated measuring instruments like measuring scales, verniercalipers, micrometers</p> <p>PC8. Observe the machine and process parameters and ensure that the parameters like temperature, current, voltage, resistance, electrode distance, gas pressure and flow rate are correctly selected and are as per the work instructions/control plan/ SOPs so that there is no damage to the products or the equipment.</p> <p>PC9. Ensure that the welder conducts a Non Destructive Test on the sample output and checks the result of the test. In case there are deviations, conduct an analysis of the reasons for deviations with</p>

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

	<p>the welder. In case process changes are required, ensure that the settings are modified by the supervisor or the machine setter</p> <p>PC10. Ensure inspection of final welded piece as per the specified frequency/ norms by measuring and comparing with the dimensions as prescribed in the work order, engineering drawing and ensure the storage of produced goods is as per the SOPs through accurate product tagging</p> <p>PC11. Ensure that the material and work piece movement on the shop floor conforms to the TAT time prescribed in the SOP/ Work Plan so that production targets are met for the line/ shift</p> <p>PC12. In case of Soldering and Brazing, ensure that the operator is uniformly moving the torch across the area under brazing soldering</p> <p>PC13. Ensure that all fixtures, tools, equipment and spare parts are stored in an organized way as indicated in the equipment manual and the designated area as defined in the 5S manual of the organization and are regularly cleaned</p> <p>PC14. Coordinate with various functions like material management, stores, paint shop, assembly line, safety, production planning etc. to ensure communication of required information and resolution of queries</p> <p>PC15. Ensure that the operator and helper are using the required Personal Protective Equipment like Goggles, Welding masks, gloves at the time of conducting the welding and brazing process</p>
<p>Set the machine parameters and the machine for the process</p>	<p>PC16. Understand the process to be conducted along with parameters like current level, voltage, resistance, cycle time for welding, type of electrode, number of welds to be done, type of flux material etc.</p> <p>PC17. Understand the type of welding and brazing process along with the machine involved in the process</p> <p>PC18. Understand the path plan, extension and trajectory of various parts of the Robotic Welding apparatus - arm, gripper, joints, extensions across X, Y and Z axis and the welding cycle time (ON/ OFF) time</p> <p>PC19. Check the fitment and alignment of the tool auxiliaries</p> <p>PC20. Ensure correct calculation of machine operating parameters which will be entered in the machine controllers</p> <p>PC21. Using CNC programming techniques, machine controller programming techniques, ensure that the correct program is written and selected for machine operations</p> <p>PC22. Write the program for reference points, distances, dimensions, tool movement paths, distance between each weld, cycle time for welding, electrode contact time in the controller language and enter the same in the memory system. Memory systems could be magnetic tapes, magnetic disks or simply input into the machine controllers using the keypad</p>

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

	<p>PC23. Observe the coordination of robotic arm movement and sensors with the movement of the work pieces on the welding platform and loading/ unloading of the work pieces, Tip cleaning process etc.</p> <p>PC24. Monitor the welding process (Pressure, Temperature, gas discharge flow, electrode force, electrode distance etc.) by observing the readings on the panels/ measuring instruments to prevent any harm to the work pieces due to overheating, burning, over melting, change in applied pressure etc.</p> <p>PC25. Check the machine operations to detect any malfunctions arising due to wrong selection of parameters</p> <p>PC26. Train the team of welders and solders on selecting the right program from the list of program entered by the machine setter/ master technician</p> <p>PC27. Ensure that the welding and soldering team are aware of impact of selection of parameters on the final product quality and machine operations</p>
Knowledge and Understanding (K)w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant manufacturing standards and procedures followed in the company</p> <p>KA2. different types of products manufactured by the company</p> <p>KA3. functional processes like Procurement, Store management, inventory management, quality management and key contact points for query resolution</p> <p>KA4. quality norms and standards prescribed in the Quality Manual by the organization for welding</p> <p>KA5. 5S and Safety norms practiced in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of welding processes in Resistance Welding and Gas Discharge Welding techniques and associated equipment</p> <p>KB2. different types of joints used in welding</p> <p>KB3. basic knowledge of maintenance and upkeep of welding apparatus like welding gun etc.</p> <p>KB4. different types of soldering and brazing process and equipment associated with soldering and brazing</p> <p>KB5. different cleaning methods for electrodes, metal surfaces etc.</p> <p>KB6. the operating principles of robotic welding and CNC controlled machine operations</p> <p>KB7. the methods of using instruments like Verniercallipers, Micrometres, rulers and other inspection tools</p> <p>KB8. various National and International welding standards used in automotive sector in India</p> <p>KB9. how to read and interpret sketches and engineering drawings</p> <p>KB10. how to visually represent the final product output and hence</p>

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	<p>decide on the key steps to be followed for welding</p> <p>KB11. different types of defects in welding/soldering/ brazing and their impact on the overall product</p> <p>KB12. metallurgical properties of material and work pieces used in welding, brazing and soldering</p> <p>KB13. basic chemical properties of material used for electrodes, flux, welding gases etc.</p> <p>KB14. basic knowledge of electrical laws and working of welding transformers, capacitors etc</p> <p>KB15. various problems solving tools like 7QC, Why Why Analysis, Brain storming</p> <p>KB16. potential health and safety hazards and related Safety precautions to be undertaken during the welding process</p>
Skills (S)w.r.t. the scope	
Elements	Skills
A. Core Skills/ Generic Skills	Writing and reading skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create first level process manuals, Control Plans, Work Instructions in an manner that the operators can easily understand the process requirements and process steps</p> <p>SA2. create small notes/ work documents/ diagrams for supervisors ,operators and helpers to help them understand the process</p> <p>SA3. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with other team members/ vendors/ suppliers etc.</p> <p>SA4. read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-loads with the operative team members</p> <p>SA6. effectively explain supervisors, operators and helpers about equipment operations, process steps and other operational requirements</p> <p>SA7. answer the queries raised by the operative team as well as intercompany departments</p> <p>SA8. effectively communicate with the operators and helpers and make them aware of work expectations, targets, policies, processes etc.</p> <p>SA9. attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker</p>
B. Professional Skills	Analytical Thinking

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. break the problem into smaller issues and tasks to arrive at a solution</p> <p>SB2. understand inter process relationship and establish relationship between various parts of the problem</p> <p>SB3. leverage experience to find effective solutions to problems</p> <p>SB4. use basic analytical tools to arrive at solutions</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. plan, organize and prioritize the work order and jobs received from the production manager</p> <p>SB6. manage the schedule plan for the operators and helpers on the line/shift</p> <p>SB7. validate all process/ equipment manuals so that the final process selected is correct</p> <p>SB8. organize information, tools, manuals etc. on the shop floor so that sorting becomes easy</p> <p>SB9. reorganize resources on the line/ shift in case of change of plans</p>
	Judgment and Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. use common sense and make judgments during day to day basis</p> <p>SB11. use reasoning skills to identify and resolve problems</p> <p>SB12. use intuition to detect any potential problems which could arise during operations</p>
	Ownership
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. accept additional responsibility for self and the team</p> <p>SB14. encourage self and other to take greater responsibilities</p> <p>SB15. ensure that the work allocated to the team is completed as per timelines and quality norms</p> <p>SB16. identify obstacles and bottlenecks in the process and on own find basic level solutions for removing these obstacles</p>
	Quality Consciousness
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. identify defective parts in the manufacturing line by comparing manufactured pieces with the work standard</p> <p>SB18. link the defect observed with the overall impact on the performance of the component/ automobile</p> <p>SB19. support and contribute in monitoring and delivering high quality output from self and others</p> <p>SB20. train team members on maintaining quality standards set by the organization</p>
	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p>

ASC/N3114: Manage various joining operations like welding, soldering and brazing for a shift/line

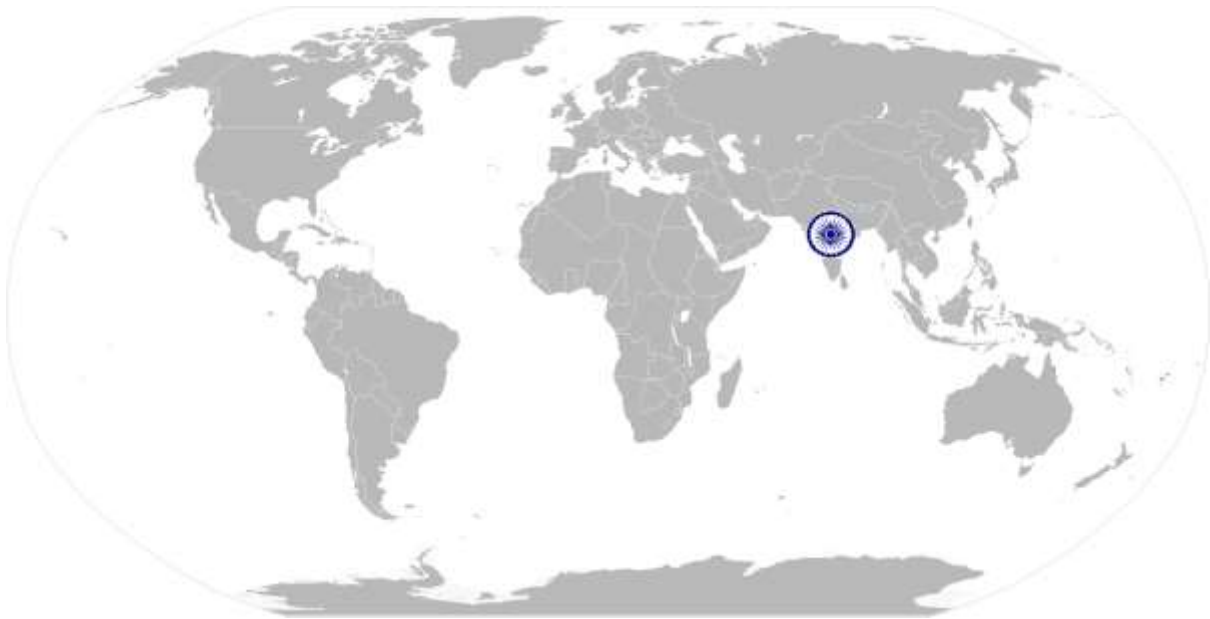
	SB21. use previous experience in resolving problems and taking decisions
	SB22. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization
	Out of Box thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB23. Familiarise with leading practices available in the market</p> <p>SB24. Think independently on new approaches to manufacturing process, material management, data management and team management</p> <p>SB25. Represent any new ideas/ approaches on process improvement and productivity improvement to the seniors in the team</p>

NOS Version Control

NOS Code	ASC/N3114		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/12/2013
Industry Sub-sector	Manufacturing	Last reviewed on	25/12/2013
Occupation	Welding	Next review date	25/12/2015

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

National Occupational Standard



Overview

This unit is about the understanding all the required processes, creating first level process documents, training operators on the process, ensuring process implementation and providing basic inputs for improvement

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

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Unit Code	ASC /N0016
Unit Title (Task)	Understanding process requirements, ensuring implementation & suggest basic improvements
Description	This NOS unit is about understanding for the required processes, drafting first level process manuals, ensuring implementation of processes and providing inputs for process improvement through deploying different tools/ participating in problem analysis
Scope	<p>The role will be responsible for</p> <ul style="list-style-type: none"> • understanding the required processes and ensuring implementation • first level design of process improvement initiatives • implementation of initiatives on the shop floor <p>The job holder will cover all types of manufacturing processes in the automobile industry. The role holder will interact with the different manufacturing process teams, maintenance team, material management team, industrial engineering team, Quality Control & Assurance team, Safety team and HR/IR team</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding all the requisite processes in detail and ensuring implementation	<p>PC1. Display detailed understanding of all the requisite processes to be adopted for completing the work order through reading the process manuals/ Work Instructions/Standard Operating Procedures for the production job</p> <p>PC2. Ensure first level drafting of process manuals, Work Instructions, Control Plans, process flow charts to enable the team to easily understand and implement the process</p> <p>PC3. Ensure proper display of Work Instructions, Control Plans and flow charts at the correct places on the shop floor to enable timely and proper view of the documents</p> <p>PC4. Share knowledge of processes , inputs and outputs with the operators and in order to enhance their skill levels</p> <p>PC5. Maintain work flow by monitoring steps of the processes, setting variables, observing control points and equipment</p> <p>PC6. Monitor various process parameters on a regular basis and ensure compliance to agreed standards (e.g. ambient air quality, stack monitoring, water quality monitoring etc.)</p> <p>PC7. Ensuring recording and reporting procedures and systems are in place</p> <p>PC8. Facilitating corrections to malfunctions within process control points</p> <p>PC9. Ensure that all the tools and measuring instruments used on the shop floor are inspected, tested and calibrated internally/ externally as per the schedule</p> <p>PC10. Support the Shop Head/ Process Head in arranging for the requisite usage certificates for the tools and equipment as per the internal guidelines of the organization</p> <p>PC11. Ensure 5S implementation in the production line by analysing possible</p>

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

	<p>areas of systems and process improvements and ensure implementation of the recommended measures to address the gaps</p> <p>PC12. Ensure successful implementation of the completed Poka Yoke and kaizen on the running line</p> <p>PC13. Support the Shop Head/ Process manager in conducting first level audit of the manufacturing process on the shop floor</p>
Process Improvement	<p>PC14. Ensure optimum resource utilization and wastage reduction through process improvements, Kaizens, TQM, Poka Yoke etc. in the shift</p> <p>PC15. Provide inputs for analysis of breakdown trends and current maintenance process to identify areas for improvement to achieve cost savings and reduce breakdown timing</p> <p>PC16. Identify areas of improvement in the existing processes/systems and take measures to adhere to the identified Kaizen/ process improvement initiatives</p> <p>PC17. Ensure inputs from the line operators are considered while designing for various Poka Yoke , kaizen initiatives</p> <p>PC18. Encourage team members/ Supervisor/ operators to suggest quality improvement measures through suggestion schemes, evaluate feasibility of the ideas and discuss their implementation with seniors</p> <p>PC19. Support in analysing internal & external rejection data, planning and ensuring implementation of the corrective measures</p> <p>PC20. Ensure team has understanding of basic analytical tools like Why Why analysis, 7 QC tools, TQM principles to analyse various problems and design process improvement activities</p> <p>PC21. Support the Process Engineering/ Industrial Engineering team in modifications of the process flow, process/ plant layout to improve the process TAT, operational ergonomics, work quality etc.</p>
Implementation of various initiatives	<p>PC22. Take overall responsibility to ensure adherence to Safety standards by all employees and establish zero accident practice in the section</p> <p>PC23. Implement various business excellence techniques like Kaizen, 5S initiatives, etc. to enhance productivity for the plant/ shift</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant manufacturing standards and procedures followed in the company in detail</p> <p>KA2. different types of products manufactured by the company</p> <p>KA3. knowledge of functional processes like Procurement, Store management, inventory management, quality management and key contact points for query resolution</p> <p>KA4. quality norms and standards prescribed in the Quality Manual by the organization for painting</p> <p>KA5. 5S and Safety norms practiced in the organization</p>

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of manufacturing processes used</p> <p>KB2. requirement of raw materials used in the process</p> <p>KB3. about tools, jigs and fixtures , their usage and maintenance methods</p> <p>KB4. how to operate the machine in both, automatic and manual mode</p> <p>KB5. basic understanding of robotics, CNC operations, data acquisitions systems, automatic recording instruments</p> <p>KB6. using engineering drawings, sketches, control plan and work instructions in the plant</p> <p>KB7. usage of various measurement tools like VernierCalipers, Micrometres, rulers, scales, weighing machines etc.</p> <p>KB8. basic arithmetic and calculation methods</p> <p>KB9. how to handle electrical equipment and circuits, rectifiers and control panel etc.</p> <p>KB10. different types of defects which may arise due to improper manufacturing and the impact of the defect on product performance</p> <p>KB11. metallurgical and chemical properties of material involved</p> <p>KB12. how to measure the correct specifications of the output in the terms of thickness, hardness, durability, tightness, finesse etc.</p> <p>KB13. various problems solving tools like 7QC, Why Why Analysis, Brain storming etc.</p> <p>KB14. key areas of power consumption/ steam consumption, compressed air consumption etc.</p> <p>KB15. various data entry tools and formats used in the organization</p> <p>KB16. ability to visualize the final product output and hence decide on the key steps and parameters to be followed</p> <p>KB17. usage of various business correspondence tools like Email, MS Office tools (Word, Excel, Power Point) etc.</p> <p>KB18. about the various hazards related to various chemicals if used in the processes, the hazards involved in the process operations and usage of PPEs</p>
Skills (s) [optional]	
A. Core Skills/ Generic Skills	<p>Writing and reading skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create first level process manuals, Control Plans, Work Instructions in an manner that the operators can easily understand the process requirements and process steps</p> <p>SA2. create small notes/ work documents/ diagrams for supervisors ,operators and helpers to help them understand the process</p> <p>SA3. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with other team members/ vendors/ suppliers etc.</p> <p>SA4. read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better</p>

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA5. discuss task lists, schedules, and work-loads with the operative team members
	SA6. effectively explain supervisors, operators and helpers about equipment operations, process steps and other operational requirements
	SA7. answer the queries raised by the operative team as well as intercompany departments
	SA8. effectively communicate with the operators and helpers and make them aware of work expectations, targets, policies, processes etc.
	SA9. attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker
	Team Leadership
	The user/individual on the job needs to know and understand how to :
	SB1. communicate effectively to the team members
	SB2. identify conflicts in the team and try to resolve them at the earliest
	SB3. interact and engage with the team members on a day to day basis
	SB4. counsel and coach the operators and help them resolve issues
	SB5. timely highlight to the management about any good work/ achievement by the operators and helpers
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. break the problem into smaller issues and tasks to arrive at a solution
	SB7. understand inter process relationship and establish relationship between various parts of the problem
	SB8. leverage experience to find effective solutions to problems
	SB9. use basic analytical tools to arrive at solutions
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB10. plan, organize and prioritize the work order and jobs received from the production manager
	SB11. manage the schedule plan for the operators and helpers on the line/shift
	SB12. validate all process/ equipment manuals so that the final process selected is correct
	SB13. organize information, tools, manuals etc. on the shop floor so that sorting becomes easy
	SB14. reorganize resources on the line/ shift in case of change of plans
	Judgment and Critical Thinking

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB26. use common sense and make judgments during day to day basis</p> <p>SB27. use reasoning skills to identify and resolve problems</p> <p>SB28. use intuition to detect any potential problems which could arise during operations</p> <p>SB29. critically analyse solutions/ recommendations shared by operatives and supervisors for implementation</p>
	Ownership
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. accept additional responsibility for self and the team</p> <p>SB31. encourage self and other to take greater responsibilities</p> <p>SB32. ensure that the work allocated to the team is completed as per timelines and quality norms</p> <p>SB33. identify obstacles and bottlenecks in the process and on own find basic level solutions for removing these obstacles</p>
	Team Work
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB34. motivate and provide support for the team on the shop floor</p> <p>SB35. encourage collaboration between team members</p> <p>SB36. resolve team issues and grievances to manage conflicts within the team</p> <p>SB37. create an environment of approachability, trust and openness within the team</p> <p>SB38. ensure role clarity for all operators and helpers on the line/ shift</p> <p>SB39. escalate any team related issues to the concerned person at the right time</p>
	Quality Consciousness
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB40. identify defective parts in the manufacturing line by comparing manufactured pieces with the work standard</p> <p>SB41. link the defect observed with the overall impact on the performance of the component/ automobile</p> <p>SB42. support and contribute in monitoring and delivering high quality output from self and others</p> <p>SB43. train team members on maintaining quality standards set by the organization</p>
	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB44. use previous experience in resolving problems and taking decisions</p> <p>SB45. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization</p>
	Out of Box thinking

ASC/N0016: Understanding process requirements, ensuring process implementation & suggesting process improvement initiatives

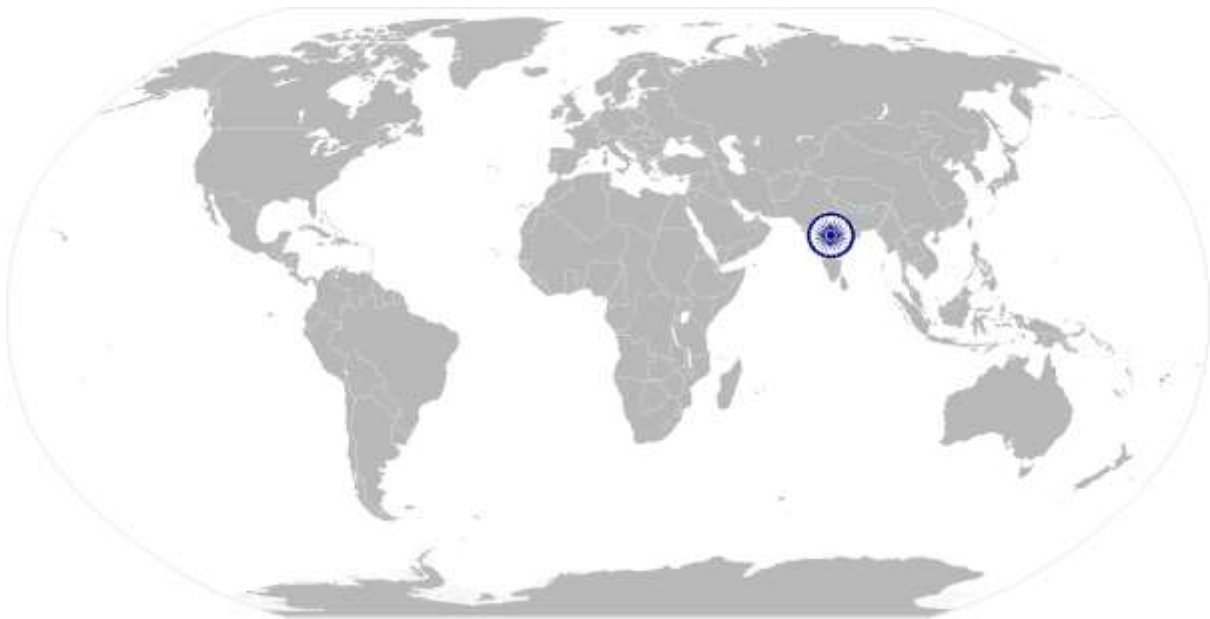
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB46. familiarise with leading practices available in the market</p> <p>SB47. think independently on new approaches to manufacturing process, material management, data management and team management</p> <p>SB48. represent any new ideas/ approaches on process improvement and productivity improvement to the seniors in the team</p>
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NOS Version Control

NOS Code	ASC/N0016		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	15/11/2013
Industry Sub-sector	Manufacturing	Last reviewed on	28/12/2013
Occupation	All	Next review date	28/12/2015

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

National Occupational Standard



Overview

This unit is about the ensuring the effective, efficient and safe production output in a shift/ process shop

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

National Occupational Standard

Unit Code	ASC /N0017
Unit Title (Task)	Manage the production related operations of the shift/ line on a day to day basis
Description	This NOS is about ensuring Operational Productivity
Scope	<p>The role will be responsible for</p> <ul style="list-style-type: none"> managing operations in the shift/ Process manpower and material management in the shift/ process ensure conformance to quality parameters and norms analyse data on production, maintenance, quality, manpower deployment etc. <p>The job holder will cover all types of manufacturing processes in the automobile industry. The role holder will interact with the different manufacturing process teams, maintenance team, material management team, industrial engineering team, Quality Control & Assurance team, Safety team and HR/IR team</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Manpower Management	<p>PC1. Undertake effective shift planning based on manpower allocation and shift handling of place right manpower on the right workstation in coordination with Production In-charge to achieve production targets</p> <p>PC2. Support the Shop Head/ Process head in finalizing the shift rosters for the week and month based on the production plan available</p>
Material Management	<p>PC3. Send inventory requirements to Stores and Purchase department and follow up with stores and purchase to ensure timely receipt of material (Spares, Consumables)</p> <p>PC4. Ensure that the incoming raw material quality is inspected and meets the production requirement</p> <p>PC5. Ensure that the material and work piece movement on the shop floor conforms to the TAT time prescribed in the SOP/ Work Plans so that production targets are met for the line/ shift</p>
Supervise Production Operations	<p>PC6. Ensure that the production plan shared by the PPC team is fulfilled during the shift/ across lines</p> <p>PC7. Coordinate with various functions like material management, stores, paint shop, assembly line, quality, safety, production planning etc. to ensure communication of required information and resolution of queries</p> <p>PC8. Responsible for End of Line Inspection under supervision</p> <p>PC9. Ensure that the operators and helpers have the required tools and equipment at the start of the process</p> <p>PC10. Identify & implement action steps to reduce losses and wastages during shift operation and ensure minimum rejection of components</p> <p>PC11. Observe and note the consumption of energy, fuel, steam on the production line and utilize these inputs for optimization of various factors of production</p> <p>PC12. Support the maintenance team in finalizing the preventive maintenance schedule for the shop</p>

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

	PC13.Ensure that the operator and helper are using the required Personal Protective Equipment like Goggles, masks, gloves and other PPE's at the time of conducting the painting operation
Conformance to Product and Process Quality	<p>PC14.Conduct random incoming quality inspection of material and provide the relevant feedback on the same to the store</p> <p>PC15.Conduct quality inspection of the process parameters, lab parameters and WIP products and provide necessary feedback to the line leaders</p> <p>PC16.Conduct quality inspection of the first sample/batch to ensure that the quality of the product produced meet customer requirements</p> <p>PC17.Conduct inspection and analysis of the defects observed in the process and products</p>
Data Collation and Analysis	<p>PC18.Prepare daily and monthly production MIS reports to match actual performance vis-à-vis the targets and report the same to Production In-chart</p> <p>PC19.Verify the production and material movement related data entries in the system (manual/ ERP) for the shift and ensure correctness of the data</p> <p>PC20.Ensure compilation of data of breakdown maintenance and reporting the same to the maintenance team</p> <p>PC21.Collaborate with the maintenance team in conducting detailed breakdown analysis to understand problems, look out for process/ machine modifications and resolve the issues</p> <p>PC22.Conduct random sampling of the process parameters, finished goods and WIP products and provide necessary feedback to the line leaders</p> <p>PC23.Collaborate with the Quality Management and Inspection team in conducting detailed analysis to resolve issues</p> <p>PC24.Collaborate with various supervisors to capture process data points as mentioned in the internal operating guidelines for data analytics</p> <p>PC25.Support the Shop Head/ Process Head in analysing the various data points related to production, maintenance, manpower deployment, material management, costs etc.</p> <p>PC26.Support the Shop Head/ Process Head in creating various analytical presentations required for process/ shop/ plant review</p>
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant manufacturing standards and procedures followed in the company in detail</p> <p>KA2. different types of products manufactured by the company</p> <p>KA3. knowledge of functional processes like Procurement, Store management, inventory management, quality management and key contact points for query resolution</p> <p>KA4. quality norms and standards prescribed in the Quality Manual by the organization for painting</p> <p>KA5. 5S and Safety norms practiced in the organization</p>

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of manufacturing processes</p> <p>KB2. requirement of raw materials used in the process</p> <p>KB3. about tools, jigs and fixtures , their usage and maintenance</p> <p>KB4. how to operate both in automatic and manual mode</p> <p>KB5. basic understanding of robotics, CNC operations, data acquisitions systems, automatic recording instruments</p> <p>KB6. different types of defects which may arise due to improper manufacturing</p> <p>KB7. basic Arithmetic and calculation methods</p> <p>KB8. ability to visualize the final product output and hence decide on the key steps to be followed</p> <p>KB9. about handling of electrical equipment and circuits, rectifiers and control panel etc.</p> <p>KB10. metallurgical and chemical properties of the material under usage</p> <p>KB11. how to measure the correct specifications of the output in the terms of thickness, hardness, durability, tightness etc</p> <p>KB12. how to visualize the final product output and hence decide on the parameters of temperature, pressure, current and voltage</p> <p>KB13. various problems solving tools like 7QC, Why Why Analysis, Brain storming</p> <p>KB14. usage of various business correspondence tools like Email, MS Office tools (Word, Excel, Power Point) etc.</p> <p>KB15. about the various hazards related to various chemicals if used in the processes, the hazards involved in the process operations and usage of PPEs</p>
Skills (s) [optional]	
C. Core Skills/ Generic Skills	Writing and reading skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create first level process manuals, Control Plans, Work Instructions in an manner that the operators can easily understand the process requirements and process steps</p> <p>SA2. create small notes/ work documents/ diagrams for supervisors ,operators and helpers to help them understand the process</p> <p>SA3. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with other team members/ vendors/ suppliers etc.</p> <p>SA4. read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-loads with the operative team members</p> <p>SA6. effectively explain supervisors, operators and helpers about equipment</p>	

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

	<p>operations, process steps and other operational requirements</p> <p>SA7. answer the queries raised by the operative team as well as intercompany departments</p> <p>SA8. effectively communicate with the operators and helpers and make them aware of work expectations, targets, policies, processes etc.</p> <p>SA9. attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker</p>
D. Professional Skills	Team Leadership
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. communicate effectively to the team members</p> <p>SB2. identify conflicts in the team and try to resolve them at the earliest</p> <p>SB3. interact and engage with the team members on a day to day basis</p> <p>SB4. counsel and coach the operators and help them resolve issues</p> <p>SB5. timely highlight to the management about any good work/ achievement by the operators and helpers</p>
	Analytical Thinking and Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. identify problems occurring on the shop floor</p> <p>SB7. break the problem into smaller issues and tasks to arrive at a solution</p> <p>SB8. understand inter process relationship and establish relationship between various parts of the problem</p> <p>SB9. leverage experience and technical expertise to find effective solutions to problems</p> <p>SB10. use basic analytical tools to arrive at solutions</p> <p>SB11. collaborate with cross functional teams to resolve problems</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. plan, organize and prioritize the work order and jobs received from the production manager</p> <p>SB13. manage the schedule plan for the operators and helpers on the line/shift</p> <p>SB14. validate all process/ equipment manuals so that the final process selected is correct</p> <p>SB15. organize information, tools, manuals etc. on the shop floor so that sorting becomes easy</p> <p>SB16. reorganize resources on the line/ shift in case of change of plans</p>
	Judgment and Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. use common sense and make judgments during day to day basis</p> <p>SB18. use reasoning skills to identify and resolve problems</p> <p>SB19. use intuition to detect any potential problems which could arise during operations</p> <p>SB20. critically analyse solutions/ recommendations shared by operatives and supervisors for implementation</p>

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

	Ownership
	The user/individual on the job needs to know and understand how to: SB21. accept additional responsibility for self and the team SB22. encourage self and other to take greater responsibilities SB23. ensure that the work allocated to the team is completed as per timelines and quality norms SB24. identify obstacles and bottlenecks in the process and on own find basic level solutions for removing these obstacles
	Team Work
	The user/individual on the job needs to know and understand how to: SB25. motivate and provide support for the team on the shop floor SB26. encourage collaboration between team members SB27. resolve team issues and grievances to manage conflicts within the team SB28. create an environment of approachability, trust and openness within the team SB29. ensure role clarity for all operators and helpers on the line/ shift SB30. escalate any team related issues to the concerned person at the right time
	Quality Consciousness
	The user/individual on the job needs to know and understand how to: SB31. identify defective parts in the manufacturing line by comparing SB32. manufactured pieces with the work standard SB33. link the defect observed with the overall impact on the performance of the component/ automobile SB34. support and contribute in monitoring and delivering high quality output from self and others SB35. train team members on maintaining quality standards set by the organization
	Decision making
	The user/individual on the job needs to know and understand how to: SB36. use previous experience in resolving problems and taking decisions SB37. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization
	Out of Box thinking
	The user/ individual on the job needs to know and understand how to: SB38. familiarise with leading practices available in the market SB39. think independently on new approaches to manufacturing process, material management, data management and team management SB40. represent any new ideas/ approaches on process improvement and productivity improvement to the seniors in the team

ASC/N0017: Manage the production related operations of the shift/line on a day to day basis

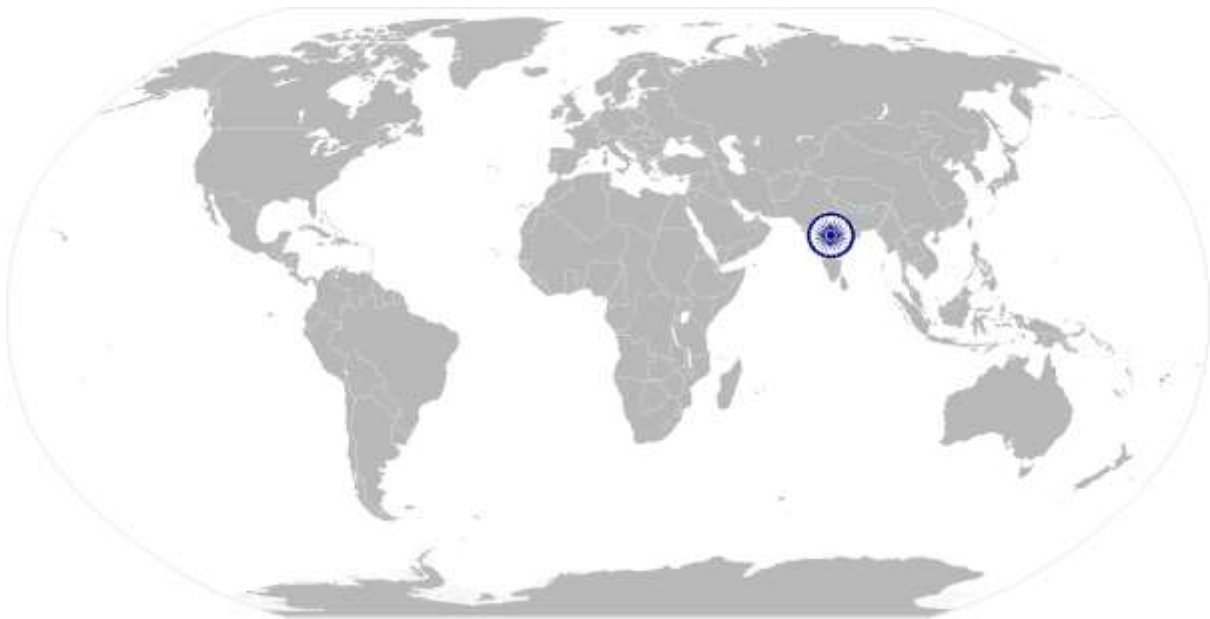
NOS Version Control

NOS Code	ASC/N0017		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	25/11/2013
Industry Sub-sector	Manufacturing	Last reviewed on	28/12/2013
Occupation	All	Next review date	28/12/2015



ASC/N0018: Managing the team on the line/shift on a day to day basis

National Occupational Standard



Overview

This unit is about effective management of the team of operators and helpers for day to day operations in the line/shift

ASC/N0018: Managing the team on the line/shift on a day to day basis

Unit Code	ASC /N0018
Unit Title (Task)	Managing the team in the shift on a day to day basis
Description	This NOS unit is about managing the team of operatives and helpers on day to day basis, ensuring their shift deployment, motivating them by involving them in various engagement initiatives at the shop floor, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity at the shop floor
Scope	<p>The role will be responsible for</p> <ul style="list-style-type: none"> engaging the workforce through employee engagement and communication finalizing manpower deployment measuring operator performance, sharing feedback and training of helpers and operators managing grievances of the team members <p>The job holder will cover all types of manufacturing processes in the automobile industry. The role holder will interact with the different manufacturing process teams, maintenance team, material management team, industrial engineering team, Quality Control & Assurance team, Safety team and HR/IR team</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging the shop floor work force through employee communication and employee engagement	<p>PC1. Ensure operators and helpers on the production line/ shift are aware of the job expectations on a daily basis</p> <p>PC2. Ensure that the operators are aware of the production targets and the timelines required to process a work order as finalized in the production plan</p> <p>PC3. Involve operators and helpers for the daily floor meeting/ morning meetings/ staff meetings to communicate information intended for them</p> <p>PC4. Ensure communication to line operators/ helpers on any changes in policies/ processes by the organization through required verbal/ written mechanisms</p> <p>PC5. Ensure participation of employees in various engagement initiatives organized at the plant and other place by the organization</p> <p>PC6. Involve operators and helpers in Quality Circles, TQM & Kaizen meets, Brainstorming sessions, safety drills etc. to increase their involvement in manufacturing operations</p> <p>PC7. Ensure availability of tea, snacks, drinking water and basic hygiene facilities at the shop floor for the operative workforce</p> <p>PC8. Escalate issues to concerned staff in case of any issue related to operative deployment and engagement</p> <p>PC9. Ensure employees at the shop floor are motivated and their concerns are resolved</p>

ASC/N0018: Managing the team on the line/shift on a day to day basis

<p>Finalizing manpower deployment</p>	<p>PC10. Finalize along with the process manager, the shift planning and manpower deployment for the shift/ line as per the proposed production plan</p> <p>PC11. Support the process manager in creating week wise shift rosters for the shift/ line manpower and ensure rotation of manpower as per the organizational norms and guidelines</p> <p>PC12. Maintain the information on leaves/ IN Out time keeping and shift/ line overtime for the operatives and helpers and share the information with the concerned as and when required</p> <p>PC13. Identify skilled manpower for the process and ensure periodic up - dation of Skill Matrix/ Skill Chart for the shift/ line/ process area</p> <p>PC14. Ensure identification and deployment of right skilled people at the right places on the line/ process area</p>
<p>Employee Performance Measurement and Employee Development</p>	<p>PC15. Ensure that all the operative manpower is aware of the production targets, production plan and daily productivity targets</p> <p>PC16. Track the daily performance of the operators and helpers during the shift and note the achievement levels in a manual register/ online IT enabled system</p> <p>PC17. Provide feedback to the operators and helper in case of any process deviation observed</p> <p>PC18. Provide feedback to managers pertaining to performance appraisals of operators and helpers</p> <p>PC19. Ensure that the operatives are trained and are aware of the processes which need to be followed on the shop floor during the production process</p> <p>PC20. Support the manager and the training team in training of entry level operators and helpers in the plant</p> <p>PC21. Share knowledge of processes , inputs and outputs with the operators to enhance their skill levels</p> <p>PC22. Other than technical trainings, support the team by delivering trainings related to quality and safety for the operators and helpers</p> <p>PC23. Drive a culture of creativity and innovation in the team by given the team members opportunity to think out of box and express their thoughts</p>
<p>Grievance Management for Operators and Helpers</p>	<p>PC24. In case the operating staff has any queries, ensure that the queries are resolved either by self or escalated to the concerned person</p> <p>PC25. Listen to issues related to workmen problems/ work men grievances/ Complaints/ Personal Problems etc. for the operators and helpers</p> <p>PC26. Resolve issues which are under the purview of the supervisor and escalate the ones which need higher intervention to the concerned team</p> <p>PC27. Counsel employees for any work related issues or any personal problems highlighted by the employee</p>
<p>Knowledge and Understanding (K)</p>	

ASC/N0018: Managing the team on the line/shift on a day to day basis

C. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant HR Policies and Processes followed by the organization</p> <p>KA2. different types of products manufactured by the company</p> <p>KA3. knowledge of functional processes like Procurement, Store management, inventory management, quality management and key contact points for query resolution</p> <p>KA4. 5S and Safety norms practiced in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of manufacturing processes</p> <p>KB2. various grievance management tools available in the organization</p> <p>KB3. various problems solving tools like 7QC, Why Why Analysis, Brain storming</p> <p>KB4. different types of communication channels practiced by the organization</p> <p>KB5. the method of noting observations, maintaining records and sharing them with the concerned in the required format</p> <p>KB6. knowledge of shift roster norms and guidelines</p> <p>KB7. how and when to measure performance of the operators</p> <p>KB8. how to share feedback with team members</p>
Skills (s) [optional]	
A. Core Skills/ Generic Skills	Writing and reading skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document information from the manuals, discussion notes, process charts etc.</p> <p>SA2. create small notes/ work documents/ diagrams for operators and helpers to help them understand the process</p> <p>SA3. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with other team members/ vendors/ suppliers etc</p> <p>SA4. read internal information memos send by internal customers (other functions within the organization)</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-loads with the operative team members</p> <p>SA6. answer the queries raised by the operative team as well as intercompany departments</p> <p>SA7. effectively communicate with the operators and helpers and make them aware of work expectations, targets, policies, processes etc.</p> <p>SA8. attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker</p>
B. Professional Skills	People Development <p>The user/individual on the job needs to know and understand how to:</p>

ASC/N0018: Managing the team on the line/shift on a day to day basis

	<p>SB1. identify the strengths and weaknesses of the subordinate team members (operators and helpers)</p> <p>SB2. provide constructive and genuine feedback</p> <p>SB3. motivate the team to take independently responsibilities in their work areas</p> <p>SB4. provide training to the operators and helpers for technical and behavioural areas</p>
	Team Leadership
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. communicate effectively to the team members</p> <p>SB6. identify conflicts in the team and try to resolve them at the earliest</p> <p>SB7. interact and engage with the team members on a day to day basis</p> <p>SB8. counsel and coach the operators and help them resolve issues</p> <p>SB9. timely highlight to the management about any good work/ achievement by the operators and helpers</p> <p>SB10. display empathy for the problems faced by the team and act on the concerns</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. break the problem into smaller issues and tasks to arrive at a solution</p> <p>SB12. understand inter process relationship and establish relationship between various parts of the problem</p> <p>SB13. leverage experience to find effective solutions to problems</p> <p>SB14. use basic analytical tools to arrive at solutions</p> <p>SB15. collaborate with cross functional teams to resolve problems</p>
	Judgment and Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. use common sense and make judgments during day to day basis</p> <p>SB17. use reasoning skills to identify and resolve problems</p> <p>SB18. use intuition to detect any potential problems which could arise during operations</p> <p>SB19. critically analyse solutions/ recommendations shared by operatives and supervisors for implementation</p>
	Ownership
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. accept additional responsibility for self and the team</p> <p>SB21. encourage self and other to take greater responsibilities</p> <p>SB22. ensure that the work allocated to the team is completed as per timelines and quality norms</p> <p>SB23. identify obstacles and bottlenecks in the process and on own find basic level solutions for removing these obstacles</p>
	Team Work
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB24. motivate and provide support for the team on the shop floor</p> <p>SB25. encourage collaboration between team members</p>

ASC/N0018: Managing the team on the line/shift on a day to day basis

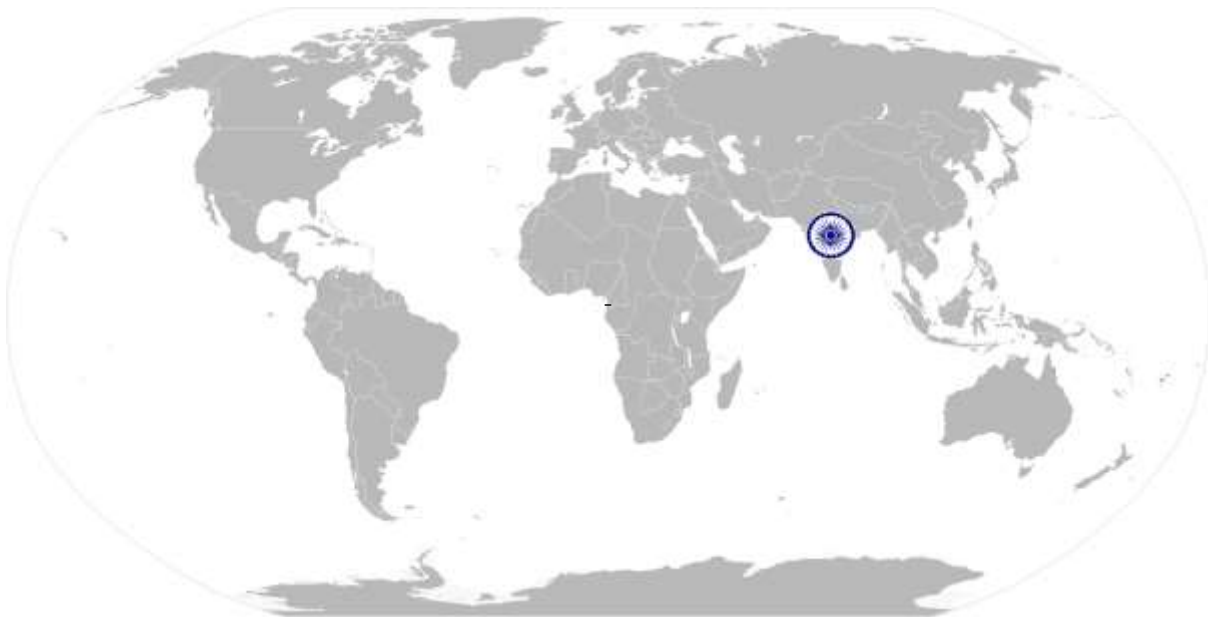
	SB26. resolve team issues and grievances to manage conflicts within the team
	SB27. create an environment of approachability, trust and openness within the team
	SB28. ensure role clarity for all operators and helpers on the line/ shift
	SB29. escalate any team related issues to the concerned person at the right time
	Decision making
	The user/individual on the job needs to know and understand how to:
	SB30. use previous experience in resolving problems and taking decisions
	SB31. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization

NOS Version Control

NOS Code	ASC/N0018		
Credits(NSQF)	TBD	Version number	1
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Industry Sub-sector	Manufacturing	Last reviewed on	28/12/2013
Occupation	All	Next review date	28/12/2015

ASC/N0006B: Maintain a safe and healthy working environment at the work place

National Occupational Standard



Overview

This unit is about maintaining a Safe and Healthy working environment

ASC/N0006B: Maintain a safe and healthy working environment at the work place

National Occupational Standard

Unit Code	ASC/N0006B
Unit Title (Task)	Maintain a safe and healthy working environment at the work place
Description	This NOS is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area, following practices which are not impacting the environment in a negative manner and training team members on health and safety related issues
Scope	<p>The role holder will be responsible for</p> <ul style="list-style-type: none"> identifying and reporting of risks creating and sustaining a safe, clean and environment friendly work place <p>This NOS will be applicable to all Automotive sector manufacturing job roles</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Identify and report the risks identified	<p>PC1. Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals, loud noise</p> <p>PC2. Identify areas in the plant which are potentially hazardous/unhygienic in nature</p> <p>PC3. Conduct regular checks on machine health to identify potential hazards due to wear and tear of machine</p> <p>PC4. Ensure that all equipment are tested of safety conformance as per the cycle/ timelines identified in the organization</p> <p>PC5. Inform the shop head and the safety team about the potential risks identified in the processes, workplace area/ layout, material used, malfunctioning of safety related equipment etc.</p> <p>PC6. Inform the maintenance team about machine breakdowns, damages which can potentially harm man/ machine during operations and analyse their defects to prevent any future damage to men/ machine</p> <p>PC7. Ensure that all risk involving and hazardous areas near the work place are marked/ tagged in order to caution the users of the work area/ machinery</p> <p>PC8. Create awareness amongst other by sharing information on the identified risks. Ensure that periodic awareness sessions are conducted for the helpers and operatives to make them aware of the risks identified</p>
Create and sustain a Safe, clean and environment friendly work place	<p>PC9. Support the Safety team in risk identification and creation of a risk mitigation plan</p> <p>PC10. Train team members on safety and health related issues</p> <p>PC11. Ensure that all team members operate the machine using the recommended Personal Protective Equipment (PPE) and also ensure self-usage of the required PPEs</p> <p>PC12. Ensure that all operatives follow the instructions given on the</p>

ASC/N0006B: Maintain a safe and healthy working environment at the work place

	<p>equipment manual describing the operating process of the equipment to prevent any hazard</p> <p>PC13. Ensure that all team members follow the Safety, Health and Environment related practices developed by the organization</p> <p>PC14. Ensure that a clean and safe working environment near the work place is maintained and that there is no spillage of chemicals, production waste, oil, solvents etc. in the working area</p> <p>PC15. Ensure that the first aid safety kit at the work place/ shop floor contains the requisite items to respond to minor injuries. Also may sure that the operatives and helpers are made aware of these items and their usage</p> <p>PC16. Ensure that a documented record of all minor and major injuries is kept and updated on the shop floor</p> <p>PC17. Ensure that the waste disposal is done in the designated area and manner as per organization SOP</p> <p>PC18. Attend all safety and fire drills to be self-aware of safety hazards and preventive techniques and ensure that the team participate in all the required safety and fire drills</p> <p>PC19. Participate in all safety related initiatives like Safety Committee participations, Safety Day Celebrations etc.</p> <p>PC20. Maintain high standards of personal hygiene at the work place</p> <p>PC21. Ensure that any activity performed by the team members which may negatively impact their health and productivity is immediately brought to notice by the supervisor</p> <p>PC22. Periodically counsel and train employees on good health and safe working practices.</p> <p>PC23. Inform 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</p>
Knowledge and Understanding (K)w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant standards, procedures and policies related to Health, Safety and Environment followed in the company</p> <p>KA2. emergency handling procedures & hierarchy for escalation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of Safety procedures(fire fighting, first aid) within the organization</p> <p>KB2. knowledge of various types of PPEs and their usage</p> <p>KB3. basic knowledge of risks/hazards associated with each occupation in the organization</p> <p>KB4. how to safely operate various tools and machines and risks associated with the tools/ equipment</p> <p>KB5. knowledge of personal hygiene and how an individual an</p>

ASC/N0006B: Maintain a safe and healthy working environment at the work place

	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 SA2. note down observations (if any) related to the process SA3. write information documents to internal departments/ internal teams
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read safety instructions put up across the plant premises SA5. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associated
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. effectively communicate information to team members SA7. inform employees in the plant and concerned functions about events, incidents & potential risks observed related to Safety, Health and Environment. SA8. question the process head/ safety team in order to understand the safety related issues SA9. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
B. Professional Skills	Judgmental Thinking
	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
	Persuasion skills
	The user/ individual on the jobs needs to know and understand how to: SB3. persuade team members to wear Personal Protective Equipment as per requirement SB4. ensure that the team understands the importance of using various machines and equipment without creating any risk to human/ machine SB5. train team members on various risks identified
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. break the problem into smaller issues and tasks to arrive at a solution SB7. understand inter process relationship and establish relationship

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	<p>between various parts of the problem</p> <p>SB8. leverage experience to find effective solutions to problems</p> <p>SB9. use basic analytical tools to arrive at solutions</p>
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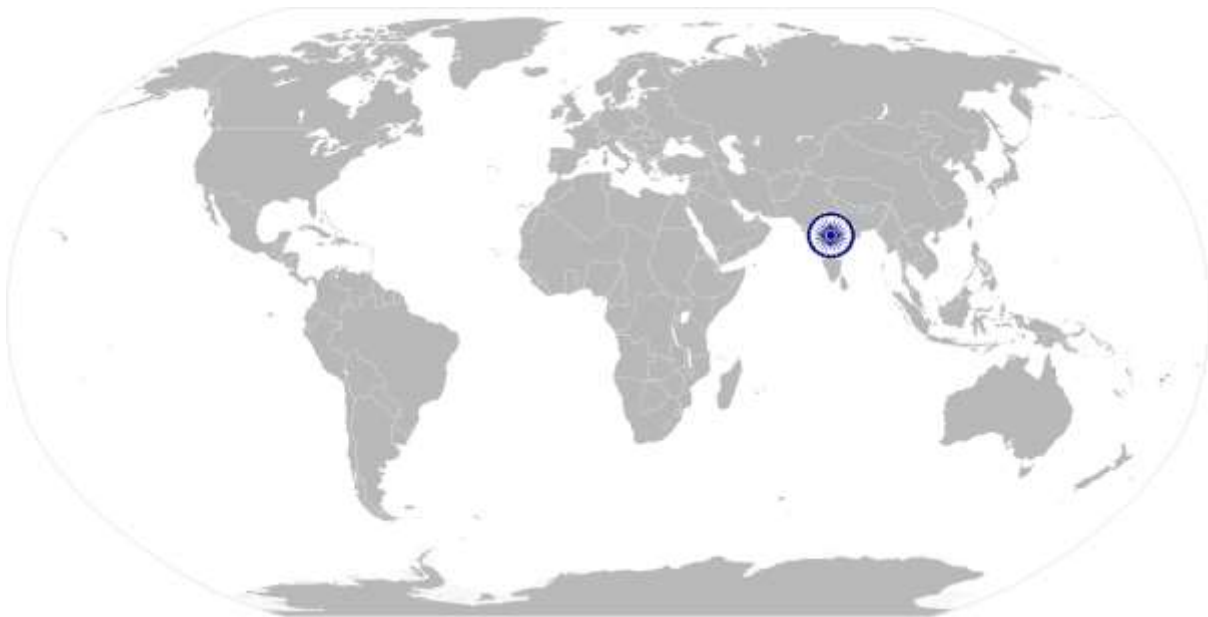
NOS Version Control

NOS Code	ASC/N0006B		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	205/12/2013
Industry Sub-sector	Manufacturing	Last reviewed on	25/12/2013
Occupation	All	Next review date	25/12/2015



ASC/N0022: Ensure implementation of 5S activities at the shop floor and the 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 at the shop floor and the 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	<p>The individual needs to</p> <ul style="list-style-type: none"> 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	<p>PC1. Ensure all recyclable materials are put in designated containers</p> <p>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</p> <p>PC3. Ensure that the operators and other team members are segregating the waste in hazardous/ Non Hazardous waste as per the sorting work instructions</p> <p>PC4. Ensure that all the operators are following the technique of waste disposal and waste storage in the designated bins</p> <p>PC5. Segregate the items which are labelled at red tag items for the process area and keep them in the correct places</p> <p>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</p> <p>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</p> <p>PC8. Oversee removal of unnecessary equipment, storage, furniture, unneeded inventory, supplies, parts and material</p> <p>PC9. Ensure that areas of material storage areas are not overflowing</p> <p>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</p>
Ensure proper documentation and storage – streamlining & organizing the workplace	<p>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.</p> <p>PC12. Make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions</p> <p>PC13. Ensure that organizing the workplace takes place with due considerations to the principles of wasted motions, ergonomics,</p>

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	work & method study .
Ensure cleaning of self and the work place	<p>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</p> <p>PC15. Ensure workbenches and work surfaces are clean and in good condition</p> <p>PC16. Ensure adherence to the cleaning schedule for the lighting system to ensure proper illumination</p> <p>PC17. Ensure self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene</p>
Ensure standardization	<p>PC18. Ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant</p> <p>PC19. Oversee that various cleaning and organizing tasks have been developed and assigned for the work area</p> <p>PC20. Ensure logical and user friendly documentation and file management for all activities across the plant and create guidelines around standardization of processes</p> <p>PC21. Ensure timely creation and sharing of the 5S checklists</p> <p>PC22. Ensure that the 5S manual are available as per the timelines</p>
Ensure sustenance	<p>PC23. Ensure team cooperation during the audit of 5 S activities</p> <p>PC24. Ensure that workmen are periodically trained to address challenges related to 5S</p> <p>PC25. Participate actively in employee work groups on 5S and encourage team members for active participation</p> <p>PC26. Oversee that the staff/operators are trained and fully understand 5s procedures</p> <p>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</p> <p>PC28. Ensure continuous training of the team members on 5S in order to increase their awareness and support implementation</p> <p>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</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
C. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA3. relevant standards, procedures and policies related to 5S followed in the company</p>

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D. Technical Knowledge	<p>The user/individual on the job needs to :</p> <p>KB6. have basic knowledge of 5S procedures</p> <p>KB7. know various types 5s practices followed in various areas</p> <p>KB8. understand the 5S checklists provided in the department/ team</p> <p>KB9. have skills to identify useful & non useful items</p> <p>KB10. have knowledge of labels , signs & colours used as indicators</p> <p>KB11. Have knowledge on how to sort and store various types of tools, equipment, material etc.</p> <p>KB12. know , how to identify various types of waste products</p> <p>KB13. understand the impact of waste/ dirt/ dust/unwanted substances on the process/ environment/ machinery/ human body</p> <p>KB14. have knowledge of best and environment protective ways of cleaning & waste disposal</p> <p>KB15. understand the importance of standardization in processes</p> <p>KB16. understand the importance of sustainability in 5S</p> <p>KB17. have knowledge of TQM process</p> <p>KB18. have knowledge of various materials and storage norms</p> <p>KB19. understand visual controls, symbols, graphs etc.</p>
Skills (S)w.r.t. the scope	
Element	Skills
C. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA10. write basic level notes and observations</p> <p>SA11. note down observations (if any) related to the process</p> <p>SA12. write information documents to internal departments/ internal teams</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. read 5S instructions put up across the plant premises</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA14. effectively communicate information to team members inform employees in the plant and concerned functions about 5S</p> <p>SA15. question the process head in order to understand the 5S related issues</p> <p>SA16. attentively listen with full attention and comprehend the information given by the speaker during 5S training programs</p>
D. Professional Skills	Judgmental Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. use common sense and make judgments during day to day basis</p> <p>SB11. use reasoning skills to identify and resolve basic problems using</p>

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	5S
	Persuasion
	The user/ individual on the jobs needs to know and understand how to: SB12. persuade team members to follow 5 S SB13. 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 : SB14. use innovative skills to perform and manage 5 S activities at the work desk and the shop floor SB15. 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: SB16. do what is right, not what is a popular practice SB17. follow shop floor rules& regulations and avoid deviations SB18. lead by example in the plant premises while performing activities related to 5S SB19. ensure self-cleanliness on a daily basis SB20. 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: SB21. accept additional responsibility for self and the team SB22. encourage self and other to take greater responsibilities for managing 5S SB23. identify obstacles and bottlenecks in the process and find basic level solutions for removing these obstacles
	Decision making
	The user/individual on the job needs to know and understand how to: SB24. use previous experience in resolving problems and taking decisions SB25. 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

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

