

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

Contact Us:

ASDC, 1/6
Siri Institutional Area,
Khel Gaon Road,
New Delhi-110049 (India)

E-mail:
skc@asdc.org.in



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Introduction

Qualifications Pack – Quality Controller

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: WORKSHOP OPERATIONS

REFERENCE ID: ASC/ Q 1605

ALIGNED TO: NCO-2004/Nil

Quality Controller is also known as Quality Control Inspector.

Brief Job Description: A **Quality Controller** is responsible for proper monitoring, testing and inspecting all systems and processes at the dealership. The individual is able to ensure that quality standards are met as specified by the various components/ aggregate manufacturers of the OEM product or service provided by an organisation.

Personal Attributes: An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with various internal and external stakeholders to ensure maximum quality is maintained. The individual must have a technical bend of mind to understand the technical aspects of various aggregates/ components in the vehicle. The individual should be methodological and systematic in his way of working to ensure various systems and processes quality related aspects in the workshop.

Job Details

Qualifications Pack Code	ASC/ Q 1605		
Job Role	Quality Controller		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	20/07/13
Sub-sector	Automotive Vehicle Service	Last reviewed on	20/07/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15
NSQC Clearance on	5/08/15		

Job Role	Quality Controller
Role Description	Plans and monitor various activities concerned with the development, application, and maintenance of quality standards for various industrial processes, auto components, and OEM vehicles as specified. Also responsible to ensure that the workshop has updated quality & other ISO certifications
NSQF level	6
Minimum Educational Qualifications	ITI or diploma in mechanical /automobile/ electrical engineering
Maximum Educational Qualifications	B.E/ B.Tech in Mechanical/ Electrical/ Automobile engineering
Minimum Job Entry Age	1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years. 2 However, as per Factories Act 1948 and Shops & Establishment Act 1953: - No one can be employed before attaining the age of 14 3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision, which need to be adhered to.
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> Desirable for ASDC Quality Controller Level 6 certificate or graduate degree / diploma in any discipline Compulsory for all other qualifications
Experience	5-7 years of relevant experience
National Occupational Standards (NOS)	Compulsory: ASC/ N 1607: Perform quality control check ASC/ N 0001: Plan and organise work to meet expected outcomes ASC/ N 0002: Work effectively in a team ASC/ N 0003: Maintain a healthy, safe and secure working environment
Performance Criteria	As described in the relevant NOS units

Definitions

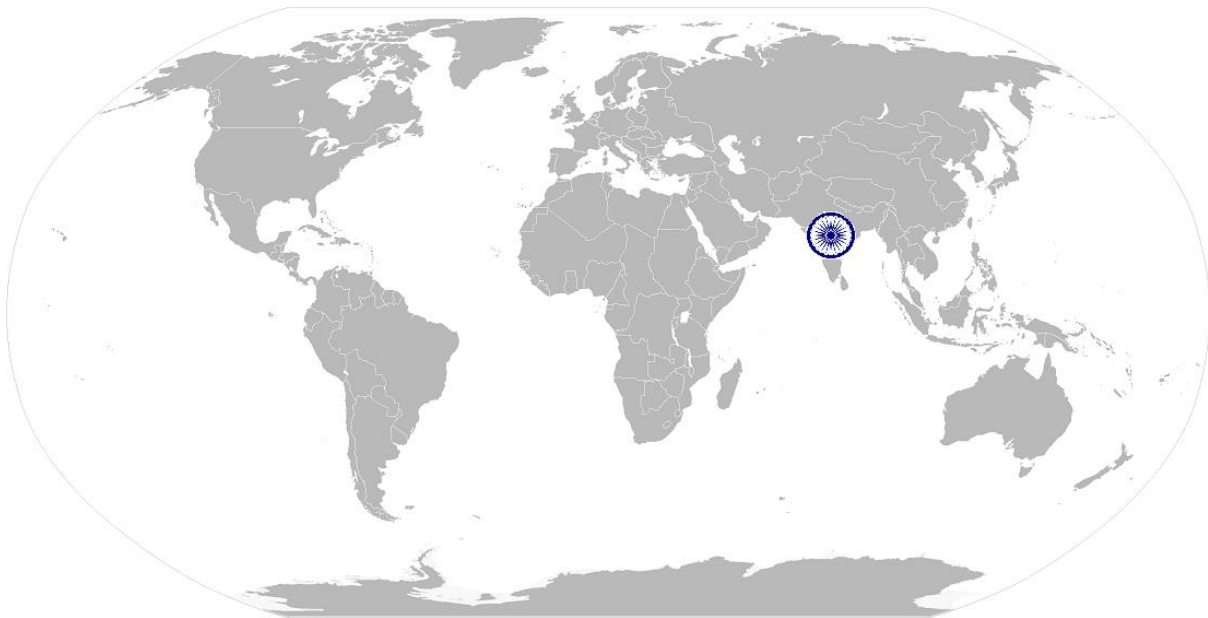
Keywords /Terms	Description
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
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 NOS they are looking for.
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 organisation.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
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 organisation 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.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
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)
NSQF	National Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 1607

Perform quality control check

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to plan and monitor various activities concerned with the development, application, and maintenance of quality standards as specified for various industrial processes, auto components, and OEM vehicles.

ASC/ N 1607

Perform quality control check

National Occupational Standard

Unit Code	ASC/ N 1607
Unit Title (Task)	Perform quality control check
Description	This NOS unit is about an individual who plans and monitors various activities concerned with the development, application and maintenance of quality standards as specified for various industrial processes, auto components and OEM vehicles. The individual is also responsible to ensure that the workshop has updated quality & other ISO certifications
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> manage and perform periodic quality control checks on all major systems and processes followed in the workshop and workshop adherence to total quality standards including kaizen to maximise the manpower productivity ensure mandatory ISO and other environmental certifications and their renewals whenever due
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manage quality control checks to ensure adherence to quality standards and mandatory certifications	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. plan, organise and schedule work to quality control through the workshop manager and supervisors/ service advisors</p> <p>PC2. determine inspection criteria and work methods for verifying quality of repairs</p> <p>PC3. check the following parameters while performing the quality check:</p> <ul style="list-style-type: none"> visual inspection under hood: <ul style="list-style-type: none"> no loose tools caps & covers installed fluid levels full absence of leaks wires & hoses connected air filter housing correct visual inspection inside vehicle: <ul style="list-style-type: none"> no fingerprints, grease marks, foot prints steering wheel & door handle wiped and clean floor mat & seat cover removed complete car wash 2 wheel alignment 4 Wheel Alignment in and out mileage completed service procedures & used parts checked off procedures sheet correctly documented recommended services checked or crossed cause, correction (parts & labour), and repair visual maintenance inspection

ASC/ N 1607

Perform quality control check

	<p>PC4. ensure overall supervision of quality control process through regular:</p> <ul style="list-style-type: none"> • inspection of various equipment's and tools (including special tools) • inspection of work methods for verifying quality of repairs carried out • monitoring of the deviations between what is mentioned on the job card and what is actually carried out • check of whether the overall system for service, repair and routine maintained is followed as per the OEM guidelines <p>PC5. supervise inspection of auto parts, components and material with precision tools and gauges to avoid spurious or duplicate parts</p> <p>PC6. develop and implement quality control programs to improve efficiency of the daily operations</p> <p>PC7. ensure that maintenance & service bulletin books are up-to-date and the same has been communicated to all the employees of the workshop</p> <p>PC8. determine and inform managers and supervisors in case there pair is not done appropriately and further rework is required</p> <p>PC9. provide information to technical support team for resolving quality issues with auto components manufacturers</p> <p>PC10. evaluate and recommend the use of reconditioned aggregate, new part or repair or an existing part needs to be done as per the OEM guidelines</p> <p>PC11. understand the various ISO and other environmental certifications (both mandatory by the OEM or optional for few workshops) including:</p> <ul style="list-style-type: none"> • ISO/TS 16949 - specifies the quality system requirements for the design/development, production, installation and servicing of automotive-related products • ISO 9000 series - series of quality management system standards for delivering quality products/services to the customers \ • ISO 10002 - relevant to any organization that wishes to exceed customer expectations • ISO 14001 – criteria for an effective EMS (environment management system) • Or any other certification as may be desired from time to time to ensure quality aspects in the workshop like Kaizen
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organization/ dealership to maintain the overall systems, process and quality aspects in the workshop</p> <p>KA2. the terms and conditions related to quality check and auditing procedure as prescribed by the OEM/ auto component manufacturer</p> <p>KA3. safety requirements for equipment and auto components/ aggregates as prescribed by the OEM</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities regarding the service, maintenance and repair across</p>

ASC/ N 1607

Perform quality control check

	<p>various job roles in a workshop as specified by the respective OEM</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various OEM vehicular products as well as those manufactured by the competitors</p> <p>KB2. the basic technology used in the overall functioning of various components/ aggregates (especially the core aggregates like engine, gear box, propeller shaft, clutch and brake assembly, transmission systems, axles etc.)</p> <p>KB3. how to check the following parameters while performing the quality check:</p> <ul style="list-style-type: none"> • visual inspection under hood: <ul style="list-style-type: none"> - no loose tools - caps & covers installed - fluid levels full - absence of leaks - wires & hoses connected - air filter housing correct • visual inspection inside vehicle: <ul style="list-style-type: none"> - no fingerprints, grease marks, foot prints - steering wheel & door handle wiped and clean - floor mat & seat cover removed • complete car wash • 2 wheel alignment • 4 Wheel Alignment • in and out mileage • completed service procedures & used parts checked off • procedures sheet correctly documented • recommended services checked or crossed • cause, correction (parts & labour), and repair <p>KB4. visual maintenance inspection the technical aspects communicated from Service, Product planning or Quality control, R&D departments of the OEM (through various service circulars) is communicated to the workshop team though regular meetings to ensure proper adherence</p> <p>KB5. how to communicate and inform managers/ supervisors on the quality aspects of the repair carried out to minimise rework</p> <p>KB6. the technical and quality aspects mentioned in the maintenance & service bulletin books as released by the respective OEM</p> <p>KB7. differentiate between the original and spurious auto parts, components and materials along with precision tools and gauges</p> <p>KB8. the various quality control programs and its lag and lead indicators to ensure an improvement in the daily operations</p>

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Perform quality control check

	<p>KB9. implications of ISO and other environmental certifications (both mandatory by the OEM or optional for a few workshops) including:</p> <ul style="list-style-type: none"> • ISO/TS 16949 - specifies the quality system requirements for the design/development, production, installation and servicing of automotive-related products • ISO 9000 series - series of quality management system standards for delivering quality products/services to the customers \ • ISO 10002 - relevant to any organization that wishes to exceed customer expectations • ISO 14001 – criteria for an effective EMS (environment management system) <p>KB10. Or any other certification as may be desired from time to time to ensure quality aspects in the workshop like Kaizen</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. communicate information and ideas in writing so others will understand</p> <p>SA2. record and document the systems and processes affecting the overall service, maintenance and repair of vehicles in the workshop</p> <p>SA3. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read work orders, specifications etc. related to the systems, processes and other quality aspects related to the service, maintenance and repairs in the workshop</p> <p>SA5. read and understand various service & maintenance circulars issued by the OEM/ auto components manufacturer</p> <p>SA6. read finer details, implications and other financial aspects of ISO and other environmental certifications (both mandatory by the OEM or optional for a few workshops)</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. interact with the customers to understand any gaps in the overall service quality levels in the workshop</p> <p>SA8. interact with superiors and other support staff function to ensure higher levels of service quality is maintained</p> <p>SA9. interact with external stakeholders (esp. the external quality auditors and ISO certificate providers or any other external agency) regarding the overall maintenance of the quality services in the workshop</p> <p>SA10. interact with team members to work efficiently</p>

ASC/ N 1607

Perform quality control check

B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information from periodic inspections done and evaluate results to optimise the process ensuring quality and timely services
	SB2. decide the optimised process at the workshop to ensure smooth operations
	SB3. analyse all certifications available regarding various aspects of the quality and choose the most appropriate one
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB4. plan and organise the daily operations at the workshop in the morning to ensure the smooth flow of service & maintenance of the vehicles
	SB5. plan the periodic inspections to monitor the overall quality levels of various systems and processes with close coordination with other stakeholders
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB6. ensure that the customer's requirements are assessed and service provided adheres to the strict quality parameters as prescribed by the organisation or the OEM
	SB7. ensure that the various systems and processes are aligned with the overall customer satisfaction and are not leading to time and cost overruns for the service, maintenance and repairs in the vehicle
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB8. identify complex problems and review related information to develop and evaluate options and implement solutions keeping the overall quality in mind
	SB9. ensure all system related issues are solved in the most optimised manner as per the OEM guidelines
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB10. analyse available information and evaluate results to choose the best solution in case of any conflict due to elaborate systems and processes
	SB11. evaluate the complexity of tasks to be performed to maintain the overall quality in workmanship in the workshop and determine its feasibility with respect to cost and time taken
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB12. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
	SB13. evaluate the information gathered from regular inspections to take appropriate action to ensure adherence to the quality systems and processes

ASC/ N 1607

Perform quality control check

	along with higher customer satisfaction
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NOS Version Control

NOS Code	ASC/ N 1607		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	20/07/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/ N 0001

Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

This unit is about planning and organising an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material.

ASC/ N 0001

Plan and organise work to meet expected outcomes

National Occupational Standard

Unit Code	ASC/ N 0001
Unit Title (Task)	Plan and organise work to meet expected outcomes
Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment's and manpower)
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>
Appropriate use of resources	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p>

ASC/ N 0001

Plan and organise work to meet expected outcomes

	KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use these</p>
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 in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. ask for clarification and advice from appropriate persons
	SA4. communicate orally with colleagues
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check own work and ensure it meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:

ASC/ N 0001

Plan and organise work to meet expected outcomes

	SB7. analyse problems and identify work -around taking help from concerned persons where required
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. apply own judgement to identify solutions in different situations



ASC/ N 0001

Plan and organise work to meet expected outcomes

NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/ N 0002

Work effectively in a team

National Occupational Standards



Overview

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

ASC/ N 0002

Work effectively in a team

National Occupational Standard

Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>

ASC/ N 0002

Work effectively in a team

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete written work with attention to detail</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information</p> <p>SA4. ask for clarification and advice from the concerned person</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organise work to achieve targets and deadlines</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that the work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. apply balanced judgements to different situations</p>

ASC/ N 0002

Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
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ASC/ N 0003

Maintain a healthy, safe & secure working environment

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

ASC/ N 0003

Maintain a healthy, safe & secure working environment

National Occupational Standard

Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of</p>

ASC/ N 0003

Maintain a healthy, safe & secure working environment

	<p>health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting Procedures and the importance of these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with colleagues and customers

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	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB4. apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB5. analyse data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations



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NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15

Criteria For Assessment Of Trainees

Job Role: Quality Controller

Qualification Pack: ASC/Q1605

Sector Skill Council: Automotive Skill Development Council

Guidelines for Assessment

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 proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment criteria	Marks Allocation		
		Theory	Viva	Practical
ASC/ N 1607 Perform quality control check	PC1. plan,organise and schedule work to quality control through the workshop manager and supervisors/ service advisors	300	10	20
	PC2. determine inspection criteria and work methods for verifying quality of repairs		9	18

	<p>PC3. check the following parameters while performing the quality check:</p> <p>visual inspection under hood:</p> <ul style="list-style-type: none"> · visual inspection inside vehicle: · complete car wash · 2 wheel alignment · 4 Wheel Alignment · in and out mileage · completed service procedures & used parts checked off · procedures sheet correctly documented · recommended services checked or crossed · cause, correction (parts & labour), and repair · visual maintenance inspection 		12	24
	<p>PC4. ensure overall supervision of quality control process through regular:</p> <ul style="list-style-type: none"> · inspection of various equipment's and tools (including special tools) · inspection of work methods for verifying quality of repairs carried out · monitoring of the deviations between what is mentioned on the job card and what is actually carried out · check of whether the overall system for service, repair and routine maintained is followed as per the OEM guidelines 		10	24
	<p>PC5. supervise inspection of auto parts, components and material with precision tools and gauges to avoid spurious or duplicate parts</p>		8	16
	<p>PC6. develop and implement quality control programs to improve efficiency of the daily operations</p>		8	20
	<p>PC7. ensure that maintenance & service bulletin books are up-to-date and the same has been communicated to all the employees of the workshop</p>		9	18
	<p>PC8. determine and inform managers and supervisors in case therepair is not done appropriately and further rework is required</p>		8	16
	<p>PC9. provide information to technical support team for resolving quality issues with auto components manufacturers</p>		10	12
	<p>PC10.evaluate and recommend the use of reconditioned aggregate, new part or repair or</p>		8	16

	an existing part needs to be done as per the OEM guidelines			
	PC11. understand the various ISO and other environmental certifications (both mandatory by the OEM or optional for a few workshops) including: <ul style="list-style-type: none"> ISO/TS 16949 - specifies the quality system requirements for the design/development, production, installation and servicing of automotive-related products ISO 9000 series - series of quality management system standards for delivering quality products/services to the customers ISO 10002 - relevant to any organization that wishes to exceed customer expectations ISO 14001 – criteria for an effective EMS (environment management system) Or any other certification as may be desired from time to time to ensure quality aspects in the workshop like Kaizen 		8	16
	Subtotal		100	200
ASC/ N 0001 Plan and organise work to meet expected outcomes	PC1. keep immediate work area clean and tidy	60	3	6
	PC2. treat confidential information as per the organisation's guidelines		2	4
	PC3. work in line with organisation's policies and procedures		2	4
	PC4. work within the limits of job role		2	4
	PC5. obtain guidance from appropriate people, where necessary		2	4
	PC6. ensure work meets the agreed requirements		2	4
	PC7. establish and agree on work requirements with appropriate people		2	4
	PC8. manage time, materials and cost effectively		3	6
	PC9. use resources in a responsible manner		2	4
	Subtotal		20	40
ASC/ N 0002 Work effectively in a	PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	60	3	6

team	PC2. work with colleagues to integrate work		2	4
	PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		3	6
	PC4. work in ways that show respect for colleagues		2	4
	PC5. carry out commitments made to colleagues		2	4
	PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons		2	4
	PC7. identify problems in working with colleagues and take the initiative to solve these problems		3	6
	PC8. follow the organisation's policies and procedures for working with colleagues		3	6
	Subtotal		20	40
ASC/ N 0003 Maintain a healthy, safe and secure working environment	PC1. comply with organisation's current health, safety and security policies and procedures	60	2	4
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		3	6
	PC3. coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.		3	6
	PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority		2	4
	PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected		2	4
	PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity		2	4
	PC7. identify and recommend opportunities for improving health, safety, and security to the		3	6

	designated person			
	PC8. complete all health and safety records are updates and procedures well defined		3	6
	Subtotal		20	40
	TOTAL	480	160	320