

Model Curriculum

Workshop Manager

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: WORKSHOP OPERATIONS

REF ID: ASC/Q1606

NSQF LEVEL: 8



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

for


MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: Workshop Manager QP No. ASC/Q 1606 Level 8

Date of Issuance: April 9th, 2016

Valid up to*: April 10th, 2018

*Valid up to the next review date of the Qualification Pack or the
"Valid up to" date mentioned above (whichever is earlier)



Authorised Signatory
(Automotive Skills Development Council)

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Workshop Manager

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Workshop Manager”, in the “Automotive” Sector/ Industry and aims at building the following key competencies amongst the learner.

| Program Name | Workshop Manager | | |
|--|--|---------------------|--|
| Qualification Pack Name & Reference ID. ID | ASC/Q1606, v1.0 | | |
| Version No. | 1.0 | Version Update Date | |
| Pre-requisites to Training | Diploma in Mechanical / Automobile Engineering <ul style="list-style-type: none"> 2-3 years if ASDC Automotive Workshop Manager Level 8 Certificate or B.E/ B.Tech in Mechanical/ Electrical/ Automobile engineering 8 - 10 years for other qualifications | | |
| Training Outcomes | After completing this programme, participants will be able to: <ul style="list-style-type: none"> Manage workshop operations: Manage overall service operations including service, maintenance and repair of vehicles in the workshop as per respective OEM Guidelines. Liaise with other stakeholders for complaint resolution: Analyze, evaluate and provide solutions to critical complaints. The workshop manager interacts with OEM, auto component manufacturer and customers to share feedback and to get solution for unresolved issues. Manage customer relationships and quality service: The workshop manager is responsible for managing overall service operations and to ensure that the customer is satisfied with the quality of service. Supervise and evaluate performance: Workshop manager supervises and evaluates performance of all individuals working in service and spare parts department. He is also responsible to maintain high motivational levels of service team. Plan and organize work to meet expected outcomes : Workshop manager allocates resources and plans the work based on the service volume. He is also expected to provide highest level of service. Work effectively in a team: Work effectively within a team either in individual's own work group or in other work groups outside the organization. Maintain a healthy, safe and secure working environment : Monitor working environment and make sure that it meets requirements of health, safety and security. | | |

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Workshop Manager” Qualification Pack issued by “Automotive Skills Development Council”.

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| 1 | Manage Workshop Operations Theory Duration (hh:mm) 40:00 Practical Duration (hh:mm) 80:00 Corresponding NOS Code ASC/N1608 | At the end of the modules the learner should be able to:- <ul style="list-style-type: none"> • Explain functioning of various components and aggregates used in an Automobile • Interpret technical specifications of various OEM products • Analyze technical specifications of competitor's vehicles • Explain the dealership organization structure • Analyze service manuals and various communications received from OEM service department • Explain various types of services like preventive maintenance, breakdown maintenance or any special campaign • Compare various warranty policies • List various documents to be maintained at dealership as per the mandate of OEM • Establish Standard Operating Procedures (SOP) for vehicle service at the dealership • List and organize tools and equipment as per OEM service department's recommendation • Implement safety requirements for equipment and auto components/aggregates as suggested by OEM • Ensure that the Personal Protective Equipment is available and used by service staff • Analyze service volume and ensure availability of spare parts, lubricants and other material used in vehicle servicing • State various aspects of retro-fitment for the specified batch of vehicles as suggested by service or production and planning department of the OEM • Plan the day and allot required manpower on the floor • Assess the condition of tools and equipment regularly and replace if any damages are observed • Maintain all technical documents and communications received by OEM at the designated location • Prepare a training calendar and ensure | Training kit (Trainer guide, PowerPoint presentation) Warranty Manual, OEM SOP Manual for dealership, Service manuals, Service communications, Feedback forms etc. Workshop setup |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| | | <p>that all the staff is trained on SOP, vehicle service or advance technology</p> <ul style="list-style-type: none"> • Train staff on customer service and technical skills • Depute staff to the training organized by OEM for the newly launched vehicles • Interact with customers in case of any escalations • Ensure that all the deliverables are met for each day • Co-ordinate with internal and external stake holders to ensure smooth functioning of the workshop • Interact with OEM service department, component / aggregate suppliers • Identify complex problems and review related information to develop and evaluate options and implement solutions. • Prepare all diagnostic and repair reports of various components or aggregates • Prepare overall profitability report for the workshop • Ensure that the service provided is of the highest order and ensure higher level of customer satisfaction | |
| 2 | <p>Liaise with Other Stake Holders for Complaint Resolution</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code ASC/N1609</p> | <p>At the end of the modules the learner should be able to:-</p> <ul style="list-style-type: none"> • Examine the required technical information on various components and aggregates • Analyze warranty policies and procedures • Manage availability of key spare parts, other accessories and vital components in case of urgent requirement • Coordinate with spare parts manager, sales manager and OEM for specific vehicles or auto component or aggregates • Monitor product performance • Gather data of the performance of other vehicles • Gather data from the job card to understand the potential reason for the fault • Analyze routine technical issues with ancillary suppliers like FIP, tyres, propeller shafts, axles, clutch, brake or any other electrical accessory • Prepare a Compliant Investigation | <p>Training kit (Trainer guide, PowerPoint presentation) Warranty Manual, OEM SOP Manual for dealership, Service manuals, Service communications, Feedback forms , Complaint Investigation Report, Samples of Root cause analysis etc.</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|---|
| | | <p>Report (CIR) for customer complaints regarding product and escalate to concerned authority at OEM or Component manufacturer</p> <ul style="list-style-type: none"> • Ensure quick resolution for the problems relating to break down of the vehicle outside the premises of the workshop • Establish processes and procedures to gather technical information from the field • Compare performance of other brand vehicles • Provide feedback about technical issues and performance to the concerned authority at OEM product development or service team • Maintain all relevant workshop records • Keep record of all diagnostic inspections and tests carried out on a vehicle • Interact with staff and communicate all required information through proper mode of communication (Written/Oral) • Educate technical staff and front office staff on customer service skills • Take decision to escalate complaints as per guidelines • Demonstrate planning and organizing abilities in achieving set targets • Educate customers the importance of regular maintenance as per manufacturer's guidelines • Discuss with customers in case of warranty rejection due to poor maintenance • Ensure practical and cost effective diagnosis to common off road breakdowns reported by the vehicles outside the workshop • Critically observe various symptoms affecting the performance of the vehicle • Carry out the root cause analysis for critical complaints and inform OEM product development and service team | |
| 3 | <p>Manage Customer Relationship and Quality Service</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration</p> | <p>At the end of the modules the learner should be able to:-</p> <ul style="list-style-type: none"> • Interpret technical specifications of various OEM vehicular products • Analyze technical specifications of competitor's vehicles • Interpret terms and conditions between OEM and auto component | <p>Training kit (Trainer guide, PowerPoint presentation) Warranty Manual, OEM SOP Manual for dealership, Service manuals, Service</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|---|
| | (hh:mm) 40:00 Corresponding NOS Code ASC/N0004 | manufacturers <ul style="list-style-type: none"> Implement all safety aspects related to workshop Collaborate with manufacturing, engineering, product management team and service team of respective OEM and local channel partner service team Identify documentation requirement from customers with respect to warranty claims and performance related feedback Use CRM software to key in the required data Seamlessly use MS Office suite for day to day reporting Asses and comprehend customer requirement and needs Critically evaluate customer's complaints and queries Maintain records of all customer queries in the standard format Adhere to Turn Around Time (TAT) for all customer queries or complaints Analyze complaints and provide most suitable solution Provide pleasant and excellent experience to customers Improve Customer Satisfaction Index (CSI) by providing all assistance within the stipulated framework Evaluate the information gathered from the market and use the results to improve customer satisfaction index Document feedback and reviews from the customers Maintain good relationships with the customers Prepare detailed failure analysis report in special cases Maintain database of key customers or accounts Maintain documents like feedback forms, customer-query sheet etc. Interact with internal / external stake holders Plan tasks well and achieve set targets Demonstrate problem solving abilities | communications, Feedback forms ,customer query sheets, CRM software etc.. |
| 4 | Supervise and Evaluate Performance Theory Duration (hh:mm) 40:00 | At the end of the modules the learner should be able to:- <ul style="list-style-type: none"> Explain performance evaluation process Establish proper reporting structure and | Training kit (Trainer guide, PowerPoint presentation) Key Performance Indicators (KPI) of |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|--|
| | <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code ASC/N0005</p> | <p>define escalation matrix</p> <ul style="list-style-type: none"> • Brief subordinates of their monthly targets and expectation from the management team • Create quantifiable performance matrix on various parameters • Monitor and supervise all the activities done by subordinates • Counsel and mentor poor performers • List documents required for performance evaluation of subordinates • Interact with subordinates regularly and understand their concerns • Evaluate performance of subordinates as per the defined matrix • Assist and guide subordinates whenever necessary • Prepare redressal documents and act in timely manner • Implement 'Reward and Recognition' scheme at the dealership to motivate the staff • Decide on the best way to motivate executives • Carryout staff shuffling whenever required • Depute staff to training programs regularly (Internal / OEM/ Component manufacturer) • Plan work on daily basis to ensure higher levels of motivation within the team • Delegate authority to trusted staff • Prepare an annual budget to implement 'Reward and Recognition' scheme • Evaluate and identify all key requirements of the subordinates and solve various issues to ensure higher motivational levels • Handover performance evaluation of all executives to the HR department | <p>all staff reporting to workshop manager, Performance Evaluation formats</p> |
| 5 | <p>Plan and Organize work to Meet Expected Outcomes</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS</p> | <p>At the end of the modules the learner should be able to:-</p> <ul style="list-style-type: none"> • Explain the organization structure • Identify key people involved in day to day operations • State roles and responsibilities of concerned authorities • Explain the importance of 5S at the work place • Adapt organization's policies and procedures in your day to day work • Prioritize the work as per urgency and | <p>Training kit (Trainer guide, PowerPoint presentation)</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|--|--|
| | Code ASC/N0001 | importance <ul style="list-style-type: none"> Plan your work as per the need Identify and gather resources required to complete the task Manage time, materials and cost effectively Report the progress of the work to the relevant authority Seek guidance from the concerned authority Read instructions and guidelines Communicate effectively with colleagues Report anomalies to the concerned authority Apply problem solving and decision making skills Demonstrate analytical thinking capabilities State the importance of performing the task to the desired accuracy | |
| 6 | Work Effectively in a Team Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 30:00 Corresponding NOS Code ASC/N0002 | At the end of the modules the learner should be able to:- <ul style="list-style-type: none"> Explain the organization structure Identify key people involved in day to day operations State roles and responsibilities of concerned authorities State the importance of communication in day to day operations Explain various types of communication like Speaking and Listening, Writing and reading State the importance of tone and body language in communication Explain the importance of listening in communication Communicate effectively with colleagues using all types of communication State the importance of planning in achieving the target Collaborate with colleagues to complete the task within the stipulated time Seek help or advice from the supervisor Pass on the required message to colleagues using verbal and non verbal communication Stick to your commitments and inform stake holders if the work is getting delayed due to unavoidable circumstances | Training kit (Trainer guide, PowerPoint presentation) |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|---|
| | | <ul style="list-style-type: none"> Forecast the problems that might arise and take remedial measures to avoid such problems Demonstrate problem solving approach Read instructions, guidelines and procedures Deliver consistent and reliable service to the customers | |
| 7 | <p>Maintain a Healthy, Safe and Secure Working Environment</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code ASC/N0003</p> | <p>General Safety Practices:</p> <ul style="list-style-type: none"> Define the term 'Safety' and 'Hazard' State the importance of safe working practices at the work place Classify hazards 'Electrical', 'Physical', 'Heat and Fire', and 'Material and Chemical' Define the term 'Accident' List the causes of accidents Interpret the warning signs and act accordingly Follow safe practices at the work place <p>Fire Safety:</p> <ul style="list-style-type: none"> Appreciate the importance of fire safety practices at the work place List the causes of fire Interpret the 'triangle of fire' Explain the elements required to ignite a fire Explain the methods to detect a fire Explain class 'A', 'B', 'C', 'D' and 'K' fires List various fire control methods List the types of fire extinguishers State the applicability of each type of fire extinguisher Use fire extinguisher to control small fire <p>Electrical Safety:</p> <ul style="list-style-type: none"> Explain the importance of electrical safety practices Explain the risks associated with electric shocks Adapt electrical safety practices at the work place Rescue a person from electrocution Carryout CPR (Cardiopulmonary Resuscitation) | <p>Training kit (Trainer guide, PowerPoint presentation)</p> <p>Class 'A', 'B', 'C', 'D' and 'K' type of fire extinguishers First Aid kit</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|--------------------|
| | | <p>First Aid:</p> <ul style="list-style-type: none"> State the importance of first aid State the objectives of first aid Explain the roles and responsibilities of paramedical staff at the toll plaza List minimum contents of a first aid box and explain their use Administer first aid for minor cuts, wounds, first and second degree burns <p>Emergency Evacuation:</p> <ul style="list-style-type: none"> State the purpose of Emergency evacuation List various emergency situations at a workplace Draw simple action plan in an emergency Read the sign boards while escaping the work place Read and interpret the evacuation route map Help the people with specific needs Follow specific evacuation procedure <p>Health:</p> <ul style="list-style-type: none"> Explain why good health is important Adapt personal hygiene practices Explain the process of hand wash Follow food and water hygiene Appreciate workplace hygiene practices Adhere to fitness tips | |
| | <p>Total Duration</p> <p>Theory Duration 200:00</p> <p>Practical Duration 300:00</p> | <p>Unique Equipment Required:</p> <p>Warranty Manuals, Standard Operating Procedures, parts catalogue, Workshop setup Computer system with recommended software, job cards Class 'A', 'B', 'C', 'D' and 'K' type of fire extinguishers First Aid kit</p> | |

Grand Total Course Duration: **500 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Automotive Skills Development Council](#))

Trainer Prerequisites for Job role: “Workshop Manager” mapped to Qualification Pack: “ASC/Q1606 v1.0”

| Sr. No. | Area | Details |
|---------|---|---|
| 1 | Description | A Workshop Manager is responsible for the overall management and service aspects of a workshop. The individual manages repair and maintenance of the vehicles in the workshop and also ensures proper functioning of workshop as per the guidelines of the OEM and manages workshop personnel. |
| 2 | 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 (like components dealers and field service manpower) to manage the workshop. The individual should have participative leadership skills to lead an effective team of technicians, supervisors and workshop support staff to motivate, train and provide overall work direction to the workshop staff. The individual must also have some financial knowledge to understand and monitor the overall profitability of the workshop. The individual should be systems and process oriented person to ensure various procedures and processes in the workshop. |
| 3 | Minimum Educational Qualifications | Diploma in Mechanical/Automobile Engineering B.E/ B.Tech in Mechanical/ Electrical/ Automobile engineering |
| 4a | Domain Certification | Certified for Job Role: “Workshop Manager” mapped to QP: “ASC/Q1606, v1.0”. Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q0102”. Minimum accepted score as per MEPSC guidelines is 80%. |
| 5 | Experience | <ul style="list-style-type: none"> 8-10 years of experience at reputed dealerships having worked on similar assignments 1-2 years of teaching experience is preferred |

Annexure: Assessment Criteria

| Assessment Criteria | |
|----------------------|--|
| Job Role | Workshop Manager |
| Qualification Pack | ASC/Q1606, v1.0 |
| Sector Skill Council | Automotive Skills Development Council (ASDC) |

| Sr. No. | Guidelines for Assessment |
|---------|--|
| 1 | Assessment to be conducted by ASDC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP |
| 2 | Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC. |
| 3 | ASDC assessments will be comprehensive and cover all aspects of acquired knowledge, Practical skills and also basic ability to communicate. Accordingly, evaluation process would include: <ul style="list-style-type: none"> i. Theory/Knowledge test ii. Practical demonstration test iii. Face to Face Viva-Voce |
| 4 | Theory/Knowledge assessment will be carried out on line through a link provided for each assessment that generates a random paper from a bank of questions available at the back end. <ul style="list-style-type: none"> - Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broadband and/or hardware. - On line test would be conducted in the presence of an ASDC assessor till web enabled proctoring is deployed. |
| 5 | ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP. |
| 6 | Cut off criteria for certification (Marks obtained in %): 80 % |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|---|--|-------------------|--------|------------------|------|-----------|
| | | | | Theory | Viva | |
| 1.ASC/N1608 Manage Workshop Operations | PC1. monitor overall workshop operations related to service, maintenance and repair of vehicles | | 420 | | 60 | 45 |
| | PC2.manage the workshop personnel across various level (including mechanic and back office team) keeping the overall volume of vehicles and financial profitability in mind as per the OEM guidelines: <ul style="list-style-type: none"> identify manpower gaps amongst the mechanics and other back office staff (including spare parts, service advisors, warranty etc.) for various workshop bays recruit trained workshop personnel that is competent enough to carry out the overall service and repair process of the vehicles as per the OEM guidelines allocate the supervisors/ service advisors/ mechanics/ technical specialist across the various bays in the workshop timely communication of incentive schemes and ensure proper distribution of the rewards / incentives to maintain higher levels of motivation amongst the workshop manpower | | | | 60 | 45 |
| | PC3.evaluate performance of Workshop personnel and ensure | | | | | |
| | <ul style="list-style-type: none"> proper training needs are assessed for existing employees & actual training for the newly recruited manpower as specified by the OEM specific technical training especially on the new technologies required for the workshop manpower and nominate people to attend those trainings (like CNG, BS-3 engines etc.) | | | | 60 | 45 |
| | <ul style="list-style-type: none"> proper identification of workshop manpower to attend trainings on service and repair aspects of newly launched vehicles or any | | | | 60 | 45 |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|--------------------|---|-------------------|--------|------------------|------|-----------|
| | | | | Theory | Viva | |
| | other product refresh as introduced by the OEM periodically | | | | | |
| | PC4.Ensure discipline and adherence of personnel to organisation's regulations | | | | | |
| | PC5.manage day to day trouble-shooting as a result of adverse performance of vehicles due to various components/ aggregates or any other escalation done by the customers | | | | | |
| | PC6.ensure that service, repair and maintenance of the vehicles is done in a timely manner and within the cost estimates as per the OEM guidelines | | | | | |
| | PC7.monitor faults, failure of the respective auto component/ aggregate and escalate the technical fault to the concerned person | | | | | |
| | PC8.provide personnel protective equipment to all people working on the bays of the workshop to promote a safe working environment | | | | | |
| | PC9.manage the maintenance of workshop facilities and other tools including fixed equipment | | | | | |
| | PC10.ensure full optimised utilisation of manpower and resources to achieve planned revenue and profitability targets for the Workshop through both direct service & repairs as well as non-vehicular sales (including spares& lube/ aggregates, reconditioned aggregates and annual maintenance contracts) | | | | | |
| | PC11.ensure quality of workmanship in all service, repair and maintenance and other workshop operations carried out | | | | | |
| | PC12.ensure availability of spare parts, lubricants and other materials as per the requirements of the Workshop | | | | | |
| | PC13.select right tools (including various special tools) /equipment/machinery needed for the Workshop as per the mandated OEM Guidelines | | | | | |
| | PC14.liaise with internal and external stakeholders to ensure smooth functioning of workshop | | | | | |
| | PC15.report to the superiors on overall functioning of the Workshop and on any requirements/ challenges/ problems faced which needs his attention | | | | | |
| | PC16.liaison with OEMs, vendors | | | | | |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|---|---|-------------------|------------|------------------|------------|------------|
| | | | | Theory | Viva | |
| | including field staff for auto -components/ aggregate suppliers and other external stakeholders to ensure smooth functioning of workshop and help in early resolution of pending issues pertaining to the service and maintenance or performance related aspects of the vehicle | | | | | |
| | Total | | 420 | | 240 | 180 |
| 2.ASC/ 1609 Liaise with other stake holders for complaint resolution | PC1.establish smooth system for gathering technical information from the field as well the competitors using the same components/ aggregates | | 350 | | | |
| | PC2.obtain sufficient information from the job card to understand the potential reason of the fault in the vehicle before communicating it to external stakeholders | | | | | |
| | PC3.identify routine technical issues with the ancillary suppliers (including those supplying Fuel Injection Pumps, tyres, injectors, propeller shafts, axles, clutch and brake assembly or any other electrical equipment like horn, alternator, wiring harness etc.) | | | | | |
| | PC4.establish good contacts with the various external stakeholders in quick resolution of the technical issues faced by the customer | | | | | |
| | PC5.inform OEM product development & service team / auto-component field team about technical and performance issues arising in the area | | | | | |
| | PC6.handle customer complaints regarding product and escalate it concerned person in the OEM/ Component manufacturer through a detailed CIR (Complaint Investigation Report) | | | | | |
| | PC7.manage the availability of spare parts through OEM or auto-components spare distributors | | | | | |
| | PC8.handle problems related to break down of vehicles outside the premises of the workshop and ensure quick resolution of the issues so that the vehicle can be put on road quickly | | | | | |
| | Total | | 350 | | 200 | 150 |
| 3.ASC/N0004 Manage | PC1.analyse and comprehend all customer requirements and needs | | 70 | | 40 | 30 |
| | PC2.document complete customer | | | | | |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|---|--|-------------------|-----------|------------------|-----------|-----------|
| | | | | Theory | Viva | |
| Customer Relationship | requisites and assess them | | | | | |
| | PC3.deliver and assist in delivering as per the noted requirements | | | | | |
| | PC4.understand complete customer queries and complaints | | | | | |
| | PC5.document all customer queries in the prescribed format of the organization | | | | | |
| | PC6.ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues | | | | | |
| | PC7.maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework | | | | | |
| | PC8.document feedbacks and reviews from the customers & implement within the framework of the organization | | | | | |
| | PC9.maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market | | | | | |
| | Total | | 70 | | 40 | 30 |
| 4.ASC/N0005 Supervise and evaluate performance | PC1.set goals and targets as per organisational directives for all reporting executives | | 70 | | 40 | 30 |
| | PC2.create quantified measures and metrics to analyse the performance delivered by subordinates | | | | | |
| | PC3.set tangible and achievable incentives for subordinates as per the goals and targets assigned | | | | | |
| | PC4.ensure and implement strict adherence of all activities performed by subordinates to organizational guidelines | | | | | |
| | PC5.monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals | | | | | |
| | PC6.evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization | | | | | |
| | PC7.assist and support reporting executives whenever necessary or applicable | | | | | |
| | PC8.document all performance indicators and metrics of subordinates in the prescribed format of organization | | | | | |
| | PC9.perform all appraisal related process | | | | | |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|---|--|-------------------|------------|------------------|-----------|-----------|
| | | | | Theory | Viva | |
| | flow for subordinates, as per respective performance documents | | | | | |
| | PC10.handover all the documents and appropriate support measures to human resources department for official records | | | | | |
| | PC11.ensure and implement proper process flow for feedbacks and queries received from subordinates | | | | | |
| | Total | | 70 | | 40 | 30 |
| 5.ASC/N0001 Plan and Organize work to meet expected outcomes | PC1.keep immediate work area clean and Tidy | | 70 | | | |
| | PC2.treat confidential information as per the organisation's guidelines | | | | | |
| | PC3.work in line with organisation's policies and procedures | | | | 20 | 15 |
| | PC4.work within the limits of job role | | | | | |
| | PC5.obtain guidance from appropriate people, where necessary | | | | | |
| | PC6.ensure work meets the agreed requirements | | | | | |
| | PC7.establish and agree on work requirements with appropriate people | | | | | |
| | PC8.manage time, materials and cost effectively | | | | 20 | 15 |
| | PC9.use resources in a responsible manner | | | | | |
| | Total | | 70 | | 40 | 30 |
| 6.ASC/N0002 Work Effectively in a Team | PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) | | 140 | | | |
| | PC2.work with colleagues to integrate Work | | | | | |
| | PC3.pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means | | | | | |
| | PC4.work in ways that show respect for Colleagues | | | | | |
| | PC5.carry out commitments made to Colleagues | | | | | |
| | PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons | | | | | |
| | PC7.identify problems in working with colleagues and take the initiative to solve these problems | | | | | |
| | PC8.follow the organisation's policies and procedures for working with colleagues | | | | | |
| | Total | | 140 | | 60 | 80 |
| 7.ASC/N0003 | PC1.comply with organisation's current health, safety and security policies and | | 140 | | 80 | 60 |

| Assessable Outcome | Assessment Criteria | Total Mark (1160) | Out Of | Marks Allocation | | Practical |
|---|--|-------------------|-------------|------------------|------------|------------|
| | | | | Theory | Viva | |
| Maintain a Healthy , Safe and Secure Working Environment | Procedures | | | | | |
| | PC2.report any identified breaches in health, safety, and security policies and procedures to the designated person | | | | | |
| | 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. | | | | | |
| | PC4.identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority | | | | | |
| | PC5.report any hazards outside the individual's authority to the relevant person in line with organizational procedures and warn other people who may be affected | | | | | |
| | PC6.follow organisation's emergency procedures for accidents, fires or any other natural calamity | | | | | |
| | PC7.identify and recommend opportunities for improving health, safety, and security to the designated person | | | | | |
| | PC8.complete all health and safety records are updates and procedures well defined | | | | | |
| | Total | | 140 | | 60 | 80 |
| | | | | | | |
| | Grand Total | 1160 | 1160 | | 720 | 540 |
| | Percentage Weightage: | | | | 62 | 38 |
| | Minimum Pass% to qualify (aggregate): | | | 70 | | |