

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, NEW DELHI

E-mail:

SKC.ASDC@gmail.com



Contents

1. Introduction and Contacts.....	P1
2. Qualifications Pack.....	P2
3. Glossary of key terms.....	P3
4. OS Units.....	P5

Introduction

Qualifications Pack- Manager Vendor Development Level 6

SECTOR: AUTOMOTIVE

SUB-SECTOR: SUPPLY CHAIN MANAGEMENT

OCCUPATION: VENDOR DEVELOPMENT

JOB ROLE : MANAGER VENDOR DEVELOPMENT

REFERENCE ID: ASC/Q6203

ALIGNED TO : NCO-2004/Nil

Brief Job Description: Individuals at this job need to execute and deploy vendor development initiatives that drive improvements in regards to innovation, quality, cost and integration of vendors with a team of VD executives.

Personal Attributes: This job requires the individual to have an acute sense of financial and operations management. The individual should be result oriented, and possess contract management and negotiation skills. The individual should also be able to demonstrate skills for problem solving, customer orientation, change management, relationship building, vendor integration and leadership.

Job Details	Qualifications Pack Code	ASC/Q 6203		
	Job Role	Manager-Vendor Development		
	Credits(NSQF) [OPTIONAL]	TBD	Version number	1.1
	Sector	Automotive	Drafted on	15/08/13
	Sub-sector	Supply Chain Management	Last reviewed on	29/08/13
	Occupation	Vendor Development	Next review date	30/07/15

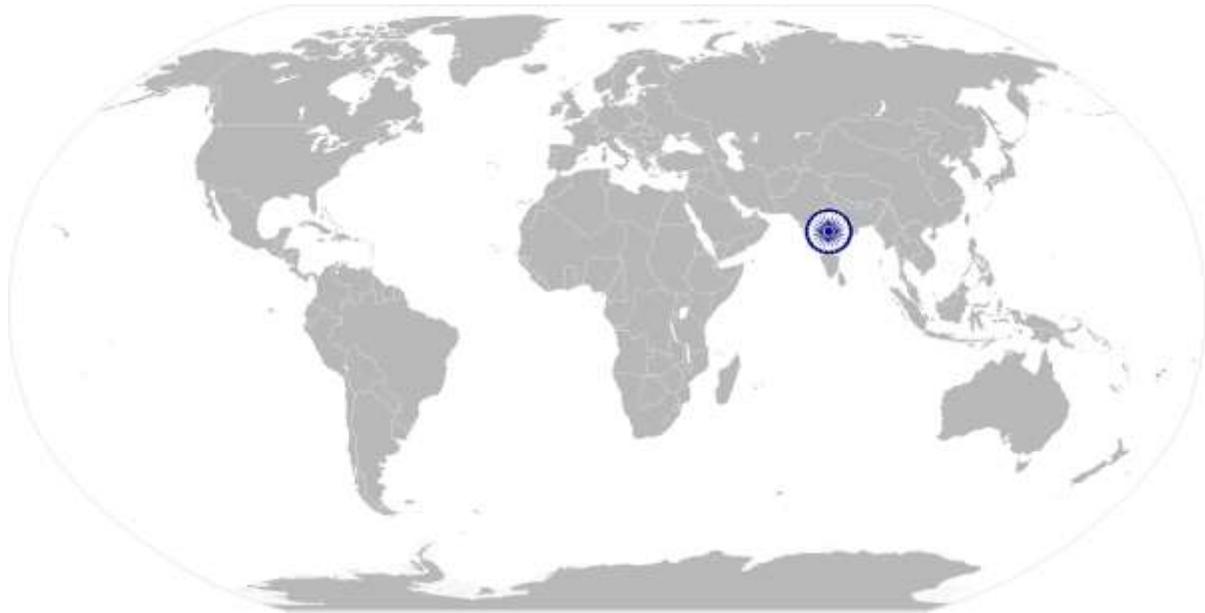
Job Role	Manager- Vendor development
Role Description	develop and improve cost-effectiveness of vendor development process
NVEQF/NVQF level	6
Minimum Educational Qualifications*	B. Tech/Diploma in Mechanical/Electrical Electronics Engineering (Based on product type)
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> • Compulsory: Vendor relationship Management systems like SRM , VRM etc. , Inventory Management Systems like FIFO,LIFO ,Purchasing concepts like Price determination , Price-cost analysis etc. ,materials classification techniques, Macroeconomic concepts and growth indicators, Key Technical Processes for items in the organization, & APQP • Voluntary: Information flow systems/ ERP like SAP , depending on applicability in organization, EXIM Procedures
Experience	<ul style="list-style-type: none"> • ASDC Level 5 VD executive or minimum 8-10 years in Purchase/ Sourcing/Manufacturing department
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <p>ASC/N6201. Monitor the development of new parts and vendors</p> <p>ASC/N6202. Evaluate and qualify existing and new vendors</p> <p>ASC/N6203. Collaborate with team members for vendor development activities</p> <p>ASC/N0002. Work effectively in a team</p> <p>ASC/N0006. Maintain a safe, clean and secure working environment</p> <p>ASC/N0022 Ensure implementation of 5S activities at the shop floor & the office area</p> <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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 OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	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.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment in today’s world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
BO	Bought Out (Parts)
BOM	Bills of Material
SCM	Supply Chain Management
SAP	System Application and Products
CRM	Customer Relationship Management
SRM	Supplier Relationship Management
MRP	Material Requirement Planning
PPC	Production Planning and Control
SS	Strategic Sourcing
RFQ	Request for Quotation
HSE	Health , Safety and Environment
ECN/PCN	Engineering Change Note/ Process Change Note
PPAP	Production Part Approval Process
PO	Purchase Order
HIRA	Hazard Identification and Risk Assessment
TS	TS 16949 Quality Management system
APQP	Advanced Product Quality Planning
MSA	Measurement System Analysis
SPC	Statistical Process Control
NPD	New Product Development

ASC/N6201. Monitor the development of new parts and vendors

National Occupational Standards



Overview

This unit is about managing the development of new parts, sub-assemblies and tools through existing /new vendors for optimizing the quality, cost and delivery targets for the manufacturing processes of the organization

ASC/N6201. Monitor the development of new parts and vendors

National Occupational Standard	Unit Code	ASC/N6201
	Unit Title (Task)	Monitor the development of new parts and vendors
	Description	This OS unit is about the vendor development manager monitoring the development of new parts , sub-assemblies and tools through existing/new vendors for improving the quality , cost and delivery performance for various manufacturing processes of the organization.
	Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • monitor new parts development • tool/fixtures/gauges development • contract negotiation with new vendor
	Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria	
New parts development	<p>PC1. study with team the new drawings released thoroughly and if required, coordinate with R&D team for analyzing the technical and functional characteristics of the new part/sub-assembly designed and also its role in the final product</p> <p>PC2. co-ordinate the process of preparation of RFQ based on the analysis , getting the Budgetary quotes, vendor audits ,selection and approval of senior management as per the SOP in the organization.</p> <p>PC3. formulate the audit checklists , approval justification based on the essential technical features of the part .</p> <p>PC4. co-ordinate the development of the vendor part, corresponding die or tool as per the timeline & milestones for the entire assembly.</p> <p>PC5. receive the samples at each milestone -stage(initial / fully tooled up / after PPAP) and co-ordinate with Quality Inspection / approval at site or after receipt.</p> <p>PC6. participate and contribute in line trials at vendor / organization-assembly so that PPAP is effective.</p> <p>PC7. collect the part inspection and testing report prepared by Quality department and understand record it for PPAP</p> <p>PC8. repeat the process from PC.4 to PC7. till the trials for the complete pilot batch quantity is complete</p> <p>PC9. decide an action plan in case of any discrepancies in QCD at any stage and co-ordinate its implementation.</p> <p>PC10. prepare a brief note / presentation on development status & or support required from top management for meeting the development milestones.</p> <p>PC11. in coordination with Quality department , review the part/sub-assembly</p>	

ASC/N6201. Monitor the development of new parts and vendors

	<p>performance for the bulk batch quantity and inform the vendor in case of any deviations observed for QCD</p> <p>PC12. ensure that the countermeasures are implemented for deviations from vendors for any discrepancies in field performance due to the vendor part after analysis by standard methods followed in the organization viz 8D etc.</p> <p>PC13. discuss and negotiate the final cost and the sourced quantity for the new part/sub-assembly</p> <p>PC14. coordinate with colleagues in Materials/SCM department and update the BOM , approved vendor for the parts, price, delivery terms etc. i.e. the details pertaining to ordering by SCM in the ERP / other system as per organization-SOP.</p> <p>PC15. complete the handover protocol for the new vendor-part combination with SCM/ Production as per the SOP .</p>
Tools/fixtures/gauges development	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC16. understand the requirements for development of new tool/fixture/gauges by coordinating with R&D/ Quality department for modified/new parts dimension profile, specifications mentioned in their drawings</p> <p>PC17. float RFQs with approved vendors explaining the requirement for new tool and co-ordinate the development process on simultaneous Engineering basis & as per APQP guidelines</p> <p>PC18. co-ordinate the development as per PC3- PC15 for the Die-tool- Gauge parts.</p> <p>PC19. decide on support of an internal/ external expert for the activity at appropriate stages.</p> <p>PC20. seek support from senior management for resolution of major deviations</p>
Contract with new vendor	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC21. identify potential vendors for new/existing parts by floating RFQs, referrals etc.</p> <p>PC22. based on the feedback of the vendors , accordingly arrange for audit of the new vendor through team and Quality department & coordination for approval through the process of one or all steps</p> <ul style="list-style-type: none"> • sample part dimension verification • validation of quality performance testing and • manufacturing process capacity & capability <p>PC23. based on acceptable audit score, negotiated unit price , draft a contract in coordination with vendor stating the projected annual quantity requirement , commercial terms, payment terms ,parts procurement methodology, tenure for contract , potential Y-O-Y cost savings for the organization (optional),intangible benefits, legal terms and conditions etc.</p> <p>PC24. obtain internal approvals as per organization SOP based on the report for the steps PC21-23 and record the vendor details for use by VD/ SCM team members</p>

Knowledge and Understanding (K)

ASC/N6201. Monitor the development of new parts and vendors

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. product portfolio of organization KA2. the manufacturing processes of organization KA3. list of approved vendors for all parts and sub-assemblies KA4. protocol for communication regarding parts/tool development followed in organization KA5. cost structure followed by organization KA6. contract negotiation methodology for the vendors followed by organization
B. Technical Knowledge	The individual on the job needs to have knowledge of: KB1. manufacturing process being followed for each product KB2. vendor database for all the materials sourced by organization KB3. Special Purpose machines(SPM) used by manufacturing processes (if any) KA7. premium freight rates of vendors for emergency deliveries KB4. vendor environment : capacity, capability, cost structures, delivery time, reliability factors KB5. packing and transportation methods for each part and sub-assembly KB6. complete knowledge of MRP SAP tool for forecasting KB7. commercial terms finalization criteria for vendors followed by organization KB8. APQP procedures KB9. documentation requirements for PPAP KB10. contract terms and conditions for vendors KB11. dimension validation and performance testing methods of Quality department KB12. checkpoints followed for vendor evaluation KB13. the complete knowledge of information flow for material scheduling in MRP tool of SAP KB14. information systems like SAP, ERP etc. KB15. procedures involved in import/ export of materials such as customs, duty structures, special packing requirements , dealing with freight agents , Custom House Agents (CHA) KB16. type of P.O.s and their raising methodology in SAP
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to communicate with: SA1. the vendors for discrepancies observed in new parts/tool development SA2. Quality department for new parts/tool dimension validation and quality testing SA3. Purchase department for procurement of approved new parts SA4. conduct telecon / video conferences for long distance co-ordination with vendors (if required) SA5. team members for reviewing the progress of day to day activities
	Teamwork and multitasking

ASC/N6201. Monitor the development of new parts and vendors

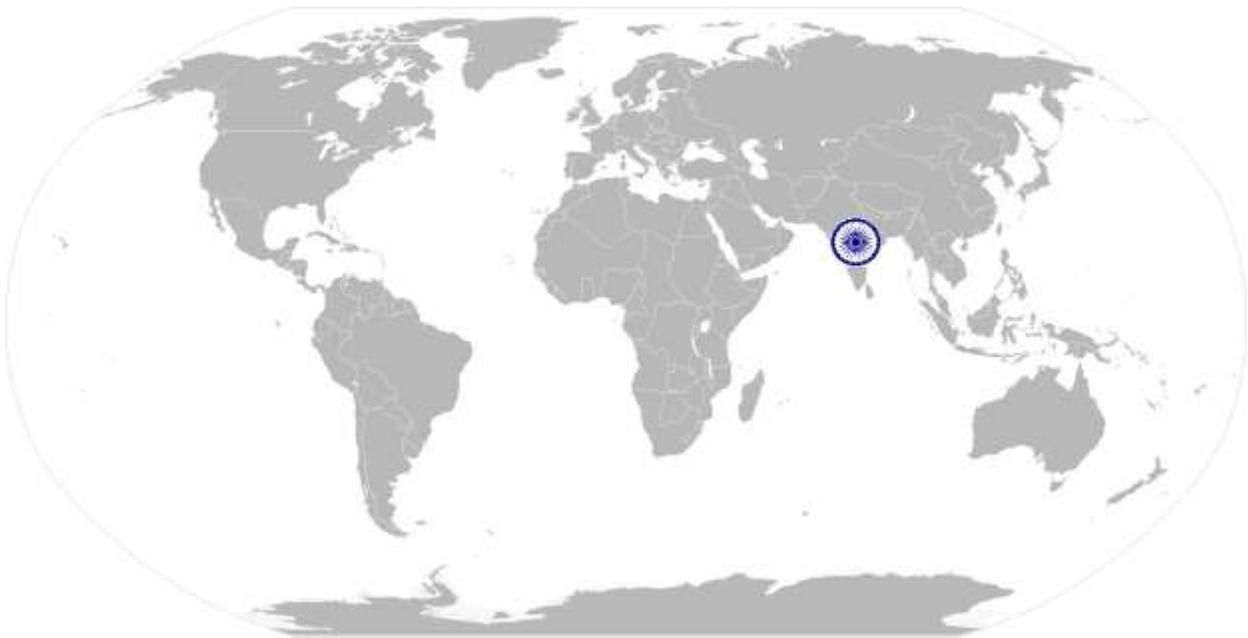
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA6. coordinate with various departments and ensure requisite data availability for new parts development SA7. distribute workload among team members of each department for ensuring smooth progress of parts/tool development activity and within the desired timelines SA8. share operation knowledge with colleagues
B. Professional Skills	Interpretation skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. understand the drawings for part/tool and interpret the key characteristics like dimensions, profile, material etc. SB2. decide the cost of the new part as per the costing structure followed by organization SB3. interpret the budget and financial reports of the organization SB4. read and interpret laws regarding import/ export SB5. calculate premium freight costs SB6. decide the commercial terms with new vendor SB7. analyze and devise countermeasures along with team , vendors (if applicable) for rejected parts/tools
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. prepare the fall back action plan in the environment of vendors, transport mechanisms and organizations capacity/ capability SB9. work on actions to be taken on immediate basis in case of part rejections during trials SB10. work on long term plans for the organization SB11. work on developing alternate vendors database for procurement of materials in case of crisis situations SB12. work on employing third party logistics providers in event of cost reduction for logistics activity SB13. use escalation procedures
	Critical thinking
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> SB14. identify problems (technical and non-technical), disruptions and delays SB15. Keep abreast of special events such as holidays/ work calendars / maintenance shutdowns of vendors & organization and plan accordingly so that the final schedules are adhered to

ASC/N6201. Monitor the development of new parts and vendors

NOS Code	ASC/N6201		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	27/08/13
Occupation	Vendor Development	Next review date	30/07/15

NOS Version Control

National Occupational Standards



Overview

This unit is about evaluation and assessment of existing and new vendors for technical, commercial and capacity competencies.

ASC/N6202. Evaluate and qualify existing and new vendors

National Occupational Standard	Unit Code	ASC/N6202
	Unit Title (Task)	Evaluate and qualify existing and new vendors
	Description	This OS unit is about the vendor development manager ensuring evaluation and assessment of the manufacturing facilities of the existing and new vendors in coordination with Quality department for assessing their technical , capacity and commercial capabilities
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> auditing procedure for vendors updating the vendor rating based on the audit
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Auditing procedure	<p>To be competent , the user/individual on the job must be able to coordinate with team and Quality department for auditing the vendor’s facility as per the schedule for the following checkpoints :</p> <p>PC1. Quality :</p> <ul style="list-style-type: none"> quality management Structure followed (TS16949) quality assurance through process capability and control (MSA,SPC) quality performance levels being followed by vendor for organization work instructions display at shop floor Corrective Action and Preventive Action (CAPA) methodology change management procedures APQP guidelines implementation for new product development Tier-2 supplier selection and management customer specifications communication method to Tier -2 suppliers tooling management system followed testing and inspection equipments process and product audit schedule and methodology rework capabilities on-site and methodology followed identification and traceability procedures record retention TPM system implementation (Total Preventive Maintenance) Evidence of 5S or similar improvement activities on shop floor Health and Safety Policy <p>PC2. Cost :</p> <ul style="list-style-type: none"> dedicated team for cost improvement costing methodology quotation development technique (RFQs response) 	

ASC/N6202. Evaluate and qualify existing and new vendors

	<ul style="list-style-type: none"> • accountability for cost of poor quality for customer • warranty agreements • public subsidies or financial support • leveraging Tier-2 suppliers for cost and delivery • cost improvement through lean manufacturing • commodity hedging and price fluctuations • strategic sourcing plans include make/buy studies • investment plans • global sourcing opportunities • currency risk and its effect on material costs <p>PC3. Logistics/Delivery:</p> <ul style="list-style-type: none"> • depth of Electronic Data Interchange (EDI) capabilities • customer’s logistic documentation • process for ordering/receiving/tracking material • service delivery levels • process for identification & management of NPD programs • service delivery levels management for Tier-2 suppliers • competency in system to adapt to market fluctuations • projects for maximizing value addition and minimizing waste reduction • packaging methodology • process for delivering customer service parts • understanding of charge-back process
Updating vendor rating	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC4. update the rating corresponding to each checkpoint as per the organization procedure i.e. 5-point scale , RYG etc.</p> <p>PC5. based on the status for all checkpoints , arrive at the composite score</p> <p>PC6. as per the composite score , upgrade or downgrade the rating of supplier through SRM module of SAP</p> <p>PC7. present the audit report summary to top management and recommend /take appropriate actions</p> <p>PC8. update the records for the audited vendor in SAP</p> <p>PC9. re-audit the vendor as per the schedule</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. auditing methodology used for vendor evaluation in organization</p> <p>KA2. policies and procedures followed by vendors for HSE</p> <p>KA3. procedure and protocol for annulment of a contract with vendor</p> <p>KA4. Tier-2 supplier base for the vendors’ organization</p>
B. Technical	<p>The user/individual on the job needs to know and understand:</p>

ASC/N6202. Evaluate and qualify existing and new vendors

Knowledge	KB1. checklist for vendor audit KB2. APQP and TS 16949 guidelines KB3. composite score calculation technique KB4. method of updating vendor ratings in SAP KB5. vendors organization details retrieval methods from SAP KB6. information flow for updating vendor's records KB7. information systems like SAP , ERP etc.
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to:
	SA1. communicate with team members for getting the progress for audit of each vendor
	SA2. conduct telecon / video conferences for discussion on countermeasures implementation if necessary with vendors
	SA3. communicate to the concerned departments about annulment of a vendor contract (if applicable)
	Teamwork and multitasking
SA4. distribute workload among team members for performing each vendor's audit in an efficient and timely manner	
SA5. share operation knowledge with colleagues	
Presentation skills	
The user/ individual on the job needs to know and understand how to:	
SA6. present in front of the top management in the status of business with the poorly rated vendors and seek approval for closure	
B. Professional Skills	Interpretation skills
The user/ individual on the job needs to know and understand how to:	
SB1. understand the documentation done by vendor complying to TS 16949 and APQP guidelines (as applicable)	
SB2. understand the data being mentioned in MIS tool of SAP for material rejections and use it accordingly for rating vendors	
SB3. interpret the financial reports of the vendors' organization	
Critical thinking	
The user/individual on the job needs to know and understand:	
SB1. problems (technical and non-technical), disruptions and delays	
SB2. escalation procedures	
SB3. to work with a fall back action plan in the event of any issue	
SB4. to think of new and effective methods to keep a check on the vendor performance through SAP	
Decision Making	
The user/individual on the job needs to know and understand how to:	
SB5. decide and annul a contract with vendor in case of a serious issue/conflict of interest/	

ASC/N6202. Evaluate and qualify existing and new vendors

	<p>SB6. solve the legal/taxation/organizational conflicts/HSE compliances of vendors and seek support from top management , if required</p> <p>SB7. in case of any field failure/warranty issue arising due to malfunctioning of vendor supplied part, accordingly include it in the audit and decide the rating for the vendor</p>
--	---

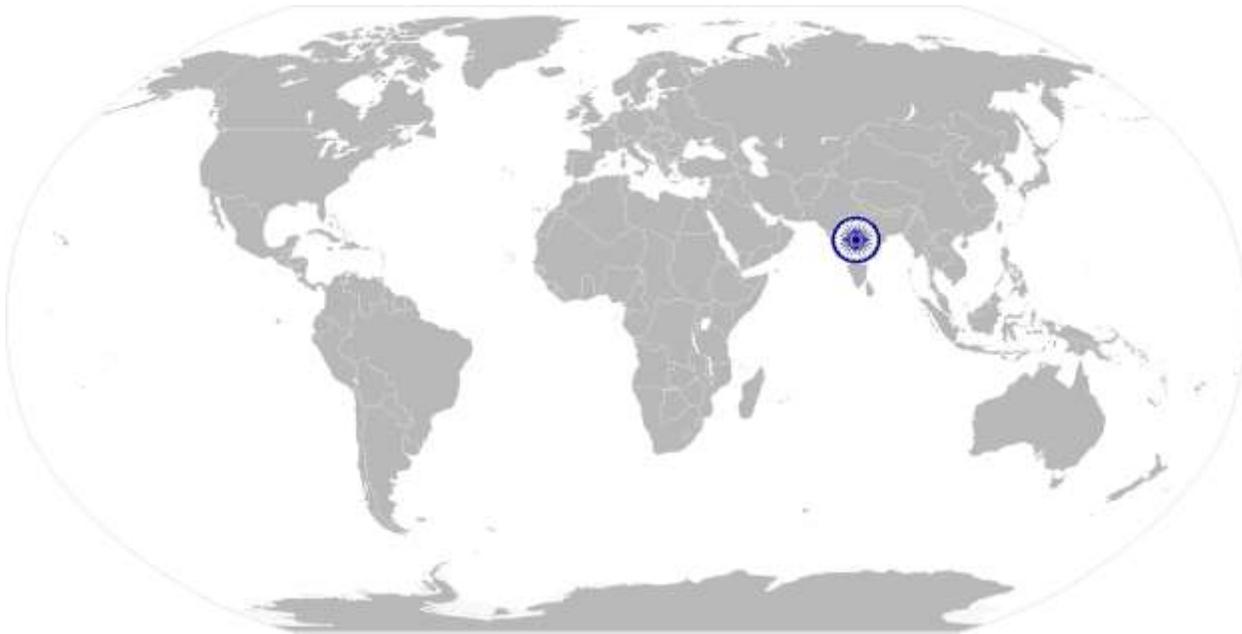
ASC/N6202. Evaluate and qualify existing and new vendors

NOS Version Control

NOS Code	ASC/N6202		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	23/08/13
Occupation	Vendor Development	Next review date	30/07/15

ASC/N6203. Collaborate with team members for vendor development activities

National Occupational Standards



Overview

This unit is about managing vendor development activities by collaborating with team members

ASC/N6203. Collaborate with team members for vendor development activities

National Occupational Standard	Unit Code	ASC/N6203
	Unit Title (Task)	Collaborate with team members for vendor development activities
	Description	This OS unit is about the vendor development manager strategically forming a team and collaborating with team members for managing supply of goods and/or services; thereby increasing the cost effectiveness
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • preparing the organization structure using matrix management approach • monitoring the information flow for the various manufacturing processes • convening meetings and with team members and vendors for major discrepancies in timeline adherence • customer contact for vendor development programs
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Organization Structure	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC10. identify the most dynamic and technically adept members from the department and prepare the team for handling vendor development activities</p> <p>PC11. ensure that the structure follows matrix management approach in which there is a cross functional program team involving marketing , R&D , NPD, Sourcing/Vendor development , Finance department, SCM etc.</p> <p>PC12. classify the materials supplied by vendors based on the manufacturing processes like components for casting , critical machining, sheet metal, rubber/plastic, fabrication/ welding, forging, protective treatment, painting etc. and assign each team member as manager from vendor development for managing the responsibility for monitoring the activities of each component</p> <p>PC13. assign the roles and responsibilities to each member and also introduce them to the team members of other departments present in the cross functional team</p> <p>PC14. ensure that the information flow system like ERP/SAP is equipped for knowledge sharing of team members</p> <p>PC15. coordinate with IT department and incorporate the module for Supplier relationship Management (SRM) in SAP/ERP for each component based on the requirement</p> <p>PC16. convene meetings with respective component vendors and the assigned vendor development team for discussion about the respective activities</p> <p>PC17. educate the vendors about the SRM system, its importance, method of application and benefits in the meeting</p>	

ASC/N6203. Collaborate with team members for vendor development activities

	<p>PC18. nominate and allocate the key person from vendors of each component with their concurrence that would be directly coordinating with the corresponding team member</p> <p>PC19. coordinate with central I.T. department and ensure that only the selected members of the team are granted authorization for SRM system access</p> <p>PC20. coordinate with Materials department , team members and vendors for respective components and prepare an annual budget for vendor development activity bifurcating it component wise based on the level of activities to be executed</p> <p>PC21. seek approval from senior management for the budget</p> <p>PC22. once approved , share the budget with the managers and ensure its strict adherence</p>
<p>Information flow through SRM (alternate manual system)</p>	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC23. ensure that all the commercial & business development data related to each vendor is correctly updated in SRM module of SAP and is visible for reading to the authorized vendor’s member and other department members in the module</p> <p>PC24. ensure that team has put in data pertaining to the agreed commercial terms in module that can only be read by the vendor and not edited</p> <p>PC25. ensure that each vendor receives the material schedule that contains information about the part number , Purchase Order number, procured quantity , unit rate , total commercial value, expected date of delivery etc. in the module</p> <p>PC26. ensure & instruct the vendors to daily check in the material schedule and accordingly ship the material by raising shipping notes in the module</p> <p>PC27. inform the Purchasing department to update the payment release details along with the amount once the material is received accordingly in module that would be automatically visible to vendors</p>
<p>Integration of vendors</p>	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC28. coordinate with SCM manager, IT department and ensure that data stored in MIS tool of SAP for each vendor can be accessed by other departments appointed representatives like R&D , Manufacturing ,NPD, Project Planning etc.</p> <p>PC29. ensure that while development of new products by NPD , all the technical and commercial details related to vendors for various parts is accessible to the designated team members through SAP in order to gauge the vendors’ competency to develop the new product parts</p> <p>PC30. ensure that in case of new technology developed by R&D team for an existing/new component, the technical details is communicated to the respective vendors supplying parts for the product to enhance the understanding of the product and also develop vendors as strategic partners by gathering their opinions and inputs about the technical feasibility of the manufacturing of the component</p>

ASC/N6203. Collaborate with team members for vendor development activities

	<p>PC31. convene meetings of the component specific team with corresponding vendors on periodic basis with other departments like R&D , NPD,SCM, Strategic Sourcing etc. in order to understand and resolve the discrepancies faced by vendors with respect to technology ,manufacturing capacity, commercial viability and HSE compliances etc. for various parts/sub-assemblies supplied by them</p> <p>PC32. periodically review the vendors performance for the attainment of QCD targets of the organization for various parts and resolve the issues arising in coordination with senior management</p>
<p>Convening meetings in case of discrepancies in timeline adherence</p>	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC33. co-ordinate performance of the vendors based on observation in SRM –ERP or MIS reports & ensure corresponding VD executives are pro-actively involved in the effectiveness, timely actions etc.</p> <p>PC34. take actions on non-compliant vendors and convene meetings / telcon</p> <p>PC35. discuss the issues observed with the vendors and decide, suggest a fall -back action plan from them</p> <p>PC36. check the effectiveness of action plan taken by vendors .</p> <p>PC37. in case of cost revisions for any of the component , instruct the team to revise the unit rate after consultation with vendor; which would be automatically reflected at vendor’s end in material schedules</p> <p>PC38. conduct periodic meetings with the respective vendors for identifying their points of concern for timeline adherence and suggest remedial measures</p>
<p>Customer contact</p>	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC39. communicate with Marketing / external customer and seek his inputs about the QCD performance of the vendor sourced components at customer’s end</p> <p>PC40. in case of any discrepancy/pain points observed , seek their inputs and share with the team members and the concerned departments in organization</p> <p>PC41. convene meetings with the team members, vendors and the concerned departments for discussing the feasibility for resolution of the discrepancies observed</p> <p>PC42. suggest and implement countermeasures using problem solving approach like 8D</p> <p>PC43. implement simultaneous Engineering basis development for effective time cycles.</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. product portfolio of organization</p> <p>KA2. the manufacturing processes of organization</p> <p>KA3. organizational structure for various departments</p> <p>KA4. types of raw materials being sourced by the organization</p> <p>KA5. vendor database for all the materials sourced by organization</p> <p>KA6. the list of approved vendors for the outsourced materials</p>

ASC/N6203. Collaborate with team members for vendor development activities

	<p>KA7. procedure and protocol for addition/annulment of a contract with vendor</p> <p>KA8. contract negotiation strategies followed by organization for vendors</p> <p>KA9. list of alternate vendors in case of emergency and crisis situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. manufacturing process being followed for each product</p> <p>KB2. raw materials/ cycle time being used for manufacturing of each product</p> <p>KB3. physical and chemical properties of each material</p> <p>KB4. methodology followed for classification of materials based on criticality and quality</p> <p>KB5. costing techniques for vendor based on type of materials</p> <p>KB6. premium freight rates of vendors for emergency deliveries</p> <p>KB7. the vendor- organization environment for capacity, capability, cost structures, time cycles etc.</p> <p>KB8. method of updating vendor ratings in SAP</p> <p>KB9. vendors organization details retrieval methods from SAP</p> <p>KB10. information flow for material tracking and dispatch</p> <p>KB11. information systems like SAP , ERP etc.</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. communicate with team members for getting the progress for each vendor</p> <p>SA2. conduct telecon / video conferences for discussion on material delivery status if necessary with vendors</p> <p>SA3. communicate with external customer based on requirement</p> <p>SA4. communicate with Finance and obtain the commercial value debited from each vendor's account owing to rejections</p> <p>SA5. communicate to the concerned departments about annulment of a vendor contract (if applicable)</p>
	Teamwork and multitasking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. devise the team structure for managing programs pertaining to vendor development</p> <p>SA7. coordinate with the team members component wise and follow up for the progress of activities for each component</p> <p>SA8. coordinate with team members and vendors for conducting any special purpose projects as instructed by top management</p> <p>SA9. share operation knowledge with colleagues</p>
	Presentation skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA10. convene meetings with vendors , SRM team members and give a presentation to them for briefing them about Supplier Relationship Management objectives , expectations , methodology , benefits etc.</p> <p>SA11. Present to the top management the activities undertaken along with the execution status for all the concerned departments for SRM</p>

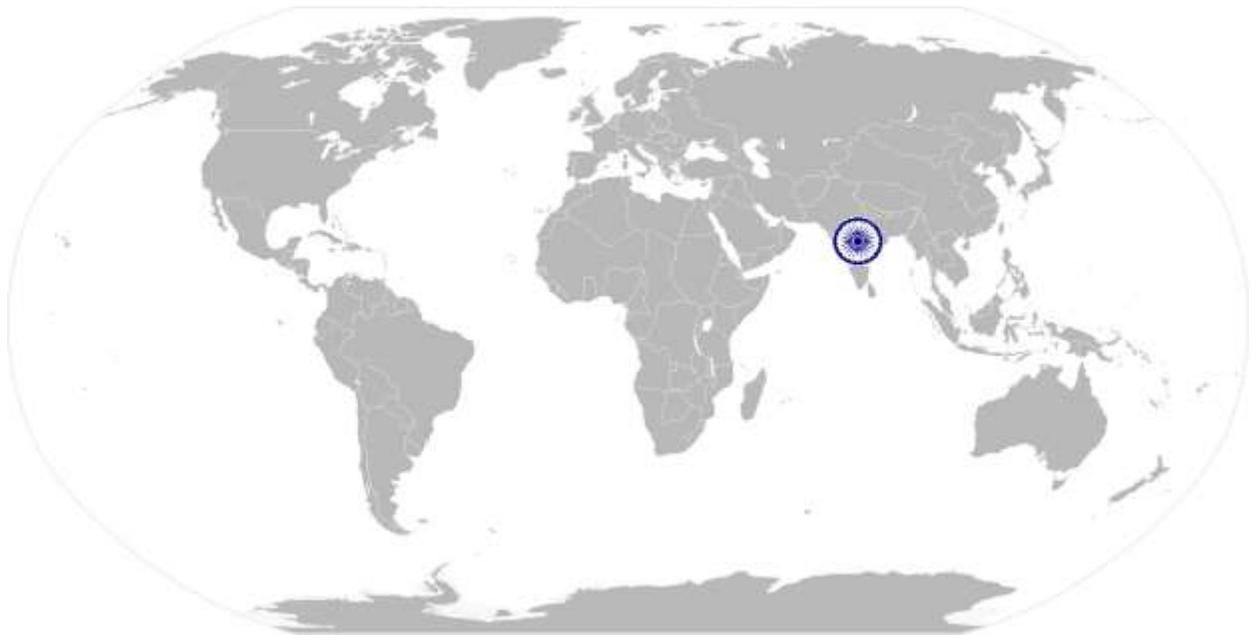
ASC/N6203. Collaborate with team members for vendor development activities

B. Professional Skills	Interpretation skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. information flow for coordinating with the program team members pertaining to vendor development activities using systems like SAP/ERP</p> <p>SB2. understand the component requirement schedule prepared vendor wise through SAP/ERP</p> <p>SB3. interpret the individual constituents and accordingly prepare the budget for vendor development activities</p> <p>SB4. read and interpret the information being mentioned for each vendor wr.t. commercial terms in the SRM module of SAP/ERP</p> <p>SB5. understand the data being mentioned in MIS tool of SAP/ERP for material rejections and take actions accordingly with vendors</p> <p>SB6. interpret the financial reports of the organization and prepare budgets accordingly</p>
	Critical thinking
	<p>The user/individual on the job needs to know and understand:</p> <p>SB7. methods to address smooth information flow among the program team members for vendor development using matrix approach</p> <p>SB8. problems (technical and non-technical), disruptions and delays</p> <p>SB9. escalation procedures</p> <p>SB10. to work with a fall back action plan in the event of any issue</p> <p>SB11. to think of new and effective methods to keep a check on the vendor performance through SAP/ERP</p>
	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. decide and procure material from alternate vendors by increasing their share of business in case of non-adherence of quality/cost/delivery parameters by any component vendor</p> <p>SB13. annual a contract with vendor in case of a serious issue/conflict of interest/</p> <p>SB14. solve the legal/taxation/organizational conflicts/HSE compliances of vendors and seek support from top management, if required</p> <p>SB15. in case of any field failure/warranty issue arising due to malfunctioning of vendor supplied part, take an immediate corrective action to address the issue</p>

ASC/N6203. Collaborate with team members for vendor development activities

NOS Code	ASC/N6203		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	23/08/13
Occupation	Vendor Development	Next review date	30/07/15

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/N0002. 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"> • Superiors • Members of own work group • People in other work groups within or outside the organisation <p>Communicate:</p> <ul style="list-style-type: none"> • Face-to-face • By telephone • In writing
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain clear communication with colleagues</p> <p>PC2. Work with colleagues</p> <p>PC3. Pass on information to colleagues in line with organisational requirements</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> <p>PC9. Ability to share resources with other members as per priority of tasks</p>
B. Optional	N.A.
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</p>

ASC/N0002. Work effectively in a team

	<p style="text-align: center;">respect</p> <p>KA5. The implications of own work on the work and schedule of others</p>
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
	The user/individual on the job needs to know and understand how to:
	SA1. Complete 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
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Listen effectively and orally communicate information
	SA4. Ask for clarification and advice from the concerned person
	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 keeping in view resource utilization while meeting commitments	
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. Check that the work meets customer requirements
SB4. Deliver consistent and reliable service to customers	
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Apply problem solving approaches in different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. Apply balanced judgments to different situations

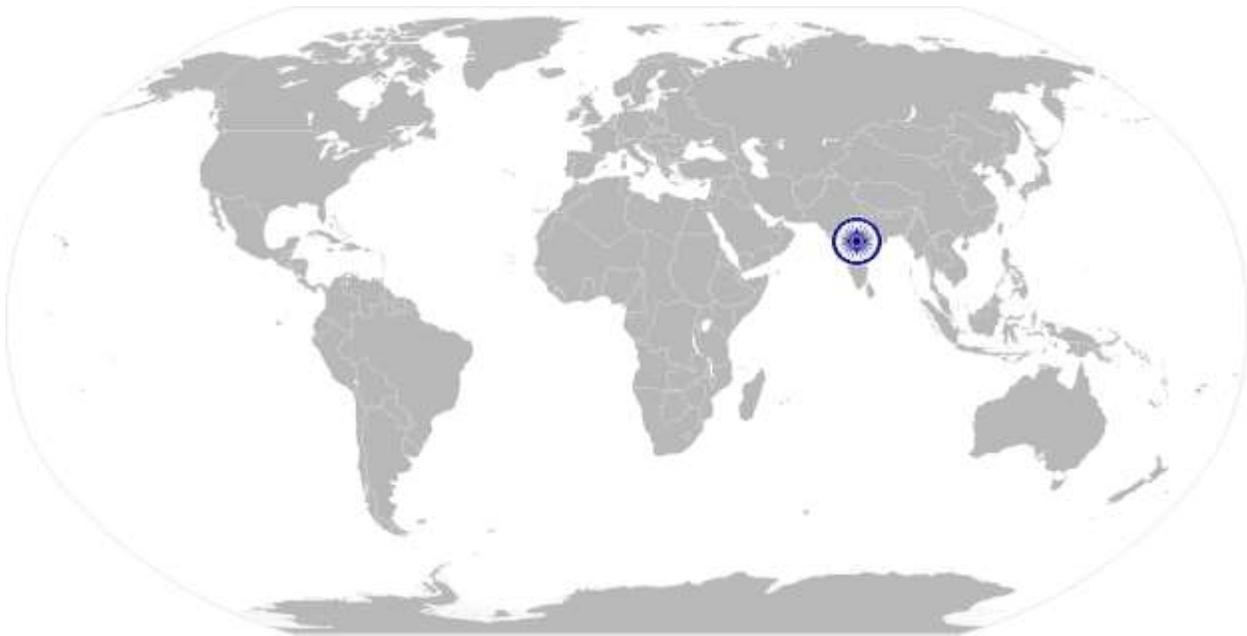
ASC/N0002. Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	23/08/13
Occupation	Vendor Development	Next review date	30/07/15

ASC/N0006 Maintain a safe, clean and secure working environment

National Occupational Standards



Overview

This unit is about establishing a Safe, Healthy and Environment friendly workplace at the organization and vendor's shop floor

ASC/N0006 Maintain a safe, clean and secure working environment

National Occupational Standard	Unit Code	ASC/N0006
	Unit Title (Task)	Maintain a healthy , safe and secure working environment
	Description	This OS unit is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area of the organization and vendor’s shop floor, following practices which are not impacting the environment in a negative manner
	Scope	<p>This unit/task covers the following:</p> <p>Types of processes:</p> <ul style="list-style-type: none"> • Vendor organization • Manufacturing <p>Types of products</p> <ul style="list-style-type: none"> • individual child parts • part assemblies • tools • fixtures • gauges
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Identify and report the risks identified	<p>To be competent , the user/individual on the job must be able to :</p> <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. inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc</p> <p>PC3. inform the concerned authorities about damages which can potentially harm man/ machine during operations</p> <p>PC4. create awareness amongst other by sharing information on the identified risks</p>	
Create and sustain a Safe, clean and environment friendly work place	<p>PC5. follow the instructions given on the equipment manual describing the operating process of the equipments</p> <p>PC6. follow the Safety, Health and Environment related practices developed by the organization</p> <p>PC7. operate the machine using the recommended Persona Protective Equipments (PPE)</p> <p>PC8. maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc</p>	

ASC/N0006 Maintain a safe, clean and secure working environment

	<p>PC9. maintain high standards of personal hygiene at the work place</p> <p>PC10. ensure that the waste disposal takes place in the designated area as per organization SOP</p> <p>PC11. inform appropriately 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>
A. 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. basic knowledge of various types of PPEs and their usage</p> <p>KB3. basic knowledge of risks associated with each occupation in the organization</p> <p>KB4. knowledge of personal hygiene and how an individual can contribute towards creating a highly safe and clean working environment</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 basic level notes and observations
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read safety instructions put up across the plant premises SA3. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associate with the equipment
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA4. effectively communicate information to team members and Inform employees in the plant and concerned functions about potentials Safety, Health and Environment related risks observed	
SA5. question operator/ supervisor in order to understand the safety related issues	
SA6. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training	

ASC/N0006 Maintain a safe, clean and secure working environment

	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

NOS Code	ASC/N0006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	23/08/13
Occupation	Vendor Development	Next review date	30/07/15

NOS Version Control

ASC/N0022 Ensure implementation of 5S activities in the work place, office areas

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 in the work place, office areas

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	The individual needs to <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	PC1. Ensure all recyclable materials are put in designated containers 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 PC3. Ensure that the operators and other team members are segregating the waste in hazardous/ Non Hazardous waste as per the sorting work instructions PC4. Ensure that all the operators are following the technique of waste disposal and waste storage in the designated bins PC5. Segregate the items which are labelled at red tag items for the process area and keep them in the correct places 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 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 PC8. Oversee removal of unnecessary equipment, storage, furniture, unneeded inventory, supplies, parts and material PC9. Ensure that areas of material storage areas are not overflowing 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
Ensure proper documentation and storage – streamlining & organizing the workplace	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. PC12. Make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions

ASC/N0022 Ensure implementation of 5S activities in the work place, office areas

	PC13. Ensure that organizing the workplace takes place with due considerations to the principles of wasted motions, ergonomics, work & method study .
Ensure cleaning of self and the work place	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 PC15. Ensure workbenches and work surfaces are clean and in good condition PC16. Ensure adherence to the cleaning schedule for the lighting system to ensure proper illumination PC17. Ensure self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene
Ensure standardization	PC18. Ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant PC19. Oversee that various cleaning and organizing tasks have been developed and assigned for the work area PC20. Ensure logical and user friendly documentation and file management for all activities across the plant and create guidelines around standardization of processes PC21. Ensure timely creation and sharing of the 5S checklists PC22. Ensure that the 5S manual are available as per the timelines
Ensure sustenance	PC23. Ensure team cooperation during the audit of 5 S activities PC24. Ensure that workmen are periodically trained to address challenges related to 5S PC25. Participate actively in employee work groups on 5S and encourage team members for active participation PC26. Oversee that the staff/operators are trained and fully understand 5s procedures 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 PC28. Ensure continuous training of the team members on 5S in order to increase their awareness and support implementation 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
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to 5S followed in the company

ASC/N0022 Ensure implementation of 5S activities in the work place, office areas

processes)	
B. Technical Knowledge	<p>The user/individual on the job needs to :</p> <p>KB5. have basic knowledge of 5S procedures</p> <p>KB6. know various types 5s practices followed in various areas</p> <p>KB7. understand the 5S checklists provided in the department/ team</p> <p>KB8. have skills to identify useful & non useful items</p> <p>KB9. have knowledge of labels , signs & colours used as indicators</p> <p>KB10. Have knowledge on how to sort and store various types of tools, equipment, material etc.</p> <p>KB11. know , how to identify various types of waste products</p> <p>KB12. understand the impact of waste/ dirt/ dust/unwanted substances on the process/ environment/ machinery/ human body</p> <p>KB13. have knowledge of best and environment protective ways of cleaning & waste disposal</p> <p>KB14. understand the importance of standardization in processes</p> <p>KB15. understand the importance of sustainability in 5S</p> <p>KB16. have knowledge of TQM process</p> <p>KB17. have knowledge of various materials and storage norms</p> <p>KB18. understand visual controls, symbols, graphs etc.</p>
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA7. write basic level notes and observations</p> <p>SA8. note down observations (if any) related to the process</p> <p>SA9. write information documents to internal departments/ internal teams</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. read 5S instructions put up across the plant premises</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA11. effectively communicate information to team members inform employees in the plant and concerned functions about 5S</p> <p>SA12. question the process head in order to understand the 5S related issues</p> <p>SA13. attentively listen with full attention and comprehend the</p>

ASC/N0022 Ensure implementation of 5S activities in the work place, office areas

	information given by the speaker during 5S training programs
B. Professional Skills	Judgmental Thinking
	The user/individual on the job needs to know and understand how to: SB3. use common sense and make judgments during day to day basis SB4. use reasoning skills to identify and resolve basic problems using 5S
	Persuasion
	The user/ individual on the jobs needs to know and understand how to: SB5. persuade team members to follow 5 S SB6. 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 : SB7. use innovative skills to perform and manage 5 S activities at the work desk and the shop floor SB8. 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: SB9. do what is right, not what is a popular practice SB10. follow shop floor rules& regulations and avoid deviations SB11. lead by example in the plant premises while performing activities related to 5S SB12. ensure self-cleanliness on a daily basis SB13. 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: SB14. accept additional responsibility for self and the team SB15. encourage self and other to take greater responsibilities for managing 5S SB16. identify obstacles and bottlenecks in the process and find basic level solutions for removing these obstacles
	Decision making

ASC/N0022 Ensure implementation of 5S activities in the work place, office areas

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
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. use previous experience in resolving problems and taking decisions</p> <p>SB18. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization</p>		

NOS Version Control