

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

ASDC, Core 4-B, 5th
Floor, India Habitat
Centre, Lodhi
Road, New Delhi

E-mail:
skc@asdc.org.in



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Introduction

Qualifications Pack- Spare Parts Operations Executive Level 5

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: SPARE PART OPERATIONS

JOB ROLE : SPARE PARTS OPERATIONS EXECUTIVE L5

REFERENCE ID: ASC/ Q 1502

ALIGNED TO : NCO-2004/ Nil

Spare Parts Operations Executive Level 5 is also known as Spare Parts Advisor and Warehouse Operator.

Brief Job Description: A Spare Parts Operations Executive Level 5 manages stocks of spare parts and coordinates with company warehouses/ distributors and auto parts retailers to ensure timely availability and supply of spare parts.

Personal Attributes: An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with various internal and external stakeholders to ensure timely and cost effective availability of spares. The individual should be methodological and systematic in his way of working to ensure system oriented way of maintaining records and easy storage/retrieval of spares. The individual must have a strong memory to recall part numbers along with a good eye for details to ensure that parts received are free from any damage.

Job Details	Qualifications Pack Code	ASC/ Q 1502		
	Job Role	Spare Parts Operations Executive Level 5		
	Credits(NSQF)	TBD	Version number	1
	Industry	Automotive	Drafted on	24/06/13
	Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
	Occupation	Spare Parts Operations	Next review date	24/06/15

Job Role	Spare Parts Operations Executive level 5
Role Description	Manages stocks of spare parts
NSQF level	5
Minimum Educational Qualifications	Class VIII
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	On the job training
Experience	Not Applicable
Occupational Standards (OS)	Compulsory: ASC/ N 1502: Manage spare part inventory ASC/ N 1503: Liaise with OEMs & other vendors for timely delivery of spare parts ASC/ N 0001: Plan and organise work to meet expected outcomes ASC/ N 0002: Work effectively with colleagues ASC/ N 0003: Maintain a healthy, safe and secure working environment
Performance Criteria	As described in the relevant NOS Units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
MIS	Management Information System
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 1502:Manage spare parts inventory

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to manage auto spare parts/ components inventory.

ASC/ N 1502:Manage spare parts inventory

National Occupational Standard

Unit Code	ASC/ N 1502
Unit Title (Task)	Manage spare parts inventory
Description	This OS unit is about an individual managing auto spare parts/ components inventory.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> process and complete spare parts order from OEM/ auto component manufacturer maintain stock in the designated area along with the organisational guidelines
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manage Spare Parts Inventory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use the relevant part catalogue to assess the proper part number required for a particular vehicle</p> <p>PC2. forecast the requirements of spare parts/ auto components</p> <p>PC3. place the spare parts order with the OEM/ relevant supplier</p> <p>PC4. check and record the orders as per the spare parts requirement</p> <p>PC5. ensure the stocking area is clear and that there is sufficient storage space before the arrival of expected deliveries</p> <p>PC6. verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors</p> <p>PC7. ensure deliveries are unloaded safely and securely by following all manual handling requirements</p> <p>PC8. receive the stock and check for the quantity of the stock items is as per the order placed</p> <p>PC9. examine and inspect stock items for wear or defects</p> <p>PC10. ensure that delivery documentation is accurate and as per the organizational guidelines</p> <p>PC11. check delivery records to ensure that organisation's requirements have been met by the suppliers</p> <p>PC12. liaison with manpower at warehouses of OEM/ auto components as well as the manufacturing plants (in case of emergency) to track the overall process from dispatch to getting delivered to the workshop/ distributor location</p> <p>PC13. ensure proper manage of spare parts to reduce the dead stock by faster stock rotation</p> <p>PC14. carry out regular checks to ensure that the spare parts are stocked at the designated place</p> <p>PC15. provide accurate, up-to-date parts receipt and stock information to the seniors</p> <p>PC16. minimise the risk of damage to the spare parts, storage system, and surrounding fittings and components</p> <p>PC17. monitor stock inventory levels ensuring appropriate level, ratios and turnovers are maintained</p> <p>PC18. ensure overall upkeep of the premises where spares/ components are stocked and other related equipment and assets are controlled and used effectively</p>
Knowledge and Understanding (K) w.r.t. the Scope	

ASC/ N 1502:Manage spare parts inventory

Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership with respect to manage and upkeep, storage, rotation of spares / auto components</p> <p>KA2. standard operating procedures for replacement of parts mandated by the OEM and issue of routine spares/ lubricants used in maintenance and regular servicing</p> <p>KA3. safety requirements for upkeep of spare, equipment and components as prescribed by the OEM</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities for managing the spares in the designated location</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplaces as well as for automotive trade in general which includes handling of different spares/ aggregates</p> <p>KA7. various government rules, regulation for transfer/ procurement from other states related to the sales taxes, VAT applicable (including C-form billing)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various spares/ aggregates used across OEM vehicular products as well as those manufactured by the competitors</p> <p>KB2. how to identify any associated parts that a customer may require in addition to the ones demanded for replacement</p> <p>KB3. how to gather information from the customer to enable correct identification of vehicle make, model, year and variant for ordering and issuing correct spare parts</p> <p>KB4. the manual handling techniques and weights that can be moved without assistance</p> <p>KB5. the process and procedure followed to:</p> <ul style="list-style-type: none"> • Identify spare parts and the relevant numbering system <ul style="list-style-type: none"> ○ the type/class of the spare-part and its usage across various OEM variants/ models ○ the size (in some cases) for its correct applicability • receive and accept spare parts • store and move parts stock, including maintaining the quality of stock • deal with discrepancies and late deliveries • record, document and control parts stock • maintain health, safety and security when receiving and moving parts <p>KB6. how to evaluate the following cost elements while managing inventory:</p> <ul style="list-style-type: none"> • cost of the spare part • cost of ordering • cost of storage • cost of stock-out <p>KB7. the importance of checking incoming parts stock against requirements</p> <p>KB8. how to record the parts numbering system, parts terminology and any</p>

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	<p>variations in terminology</p> <p>KB9. how to decide new parts locations for parts that have been added to the stock list as a result of newly launched variants/ refreshes to existing modelshow to handle damaged parts once received from the manufacturer or damaged due to usage</p> <p>KB10. various aspects of retro-fittings and the related parts to be used for retrofitment for the specified batch of vehicles as indicated by the OEM</p> <p>KB11. the plan and process required to carry outspare parts audits both internally and by external OEM manpower to identify dead and slow moving stocks</p>
Skills (S) w.r.t. the Scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. communicate information and ideas in writing so others will understand</p> <p>SA2. file stock records and complete the receipt of order</p> <p>SA3. write and complete the prescribed formats for placing orders / receiving and maintaining stocks of spares/ auto components</p> <p>SA4. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read instructions mentioned on the job card given by service advisor/supervisors</p> <p>SA6. read to identify the parts using numbering system or any other procedure implemented to locate parts</p> <p>SA7. read and understand various parts catalogue & service circulars (especially relating to oil and lubricant change which have to be issued) by the OEM/ auto components manufacturer</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. interact withcustomers in a professional and courteous manner even for the irritant customers</p> <p>SA9. communicatewith parts team in departmental issues, business developments, and customer satisfaction.interact with various external stakeholders (including OEM spare parts, auto components field team, Parts distributor, Local Parts Retailers or other external agency) regarding warranty decision and other service and routine maintenance</p> <p>SA10. interact with senior spare parts operator and other team members to to work efficiently</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p>

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	SB1. decide when to carry out a stock take and audit to identify the dead and slow moving stocks.
	SB2. decide when to report low levels of stock to the relevant person especially with respect to fast moving spares
	SB3. decide which grade of grease, lubricant, coolant and oils to stock to maintain the adequate levels as per the market requirements
	SB4. decide what actions should be taken when the required part is out of stock or cannot be identified
	SB5. decide when to seek assistance from relevant person in case of difficulties in selecting and issuing parts
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB6. plan work according to the required schedule and location
	SB7. maintain a regular routine for stock checking and audits
	SB8. organise the local parts retailers who have started stocking of the parts for the new vehicles which have been added to the standard list of parts
	SB9. organise and maintain timely availability of spare parts
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB10. ensure that service provided is of the highest order to ensure higher levels of customer satisfaction
	SB11. ensure the correct parts are issues for service and repair of the vehicle in the fastest possible time (both from internal stock or getting them from other part retailers/ distributors)
	SB12. ensure proper and correct issuance of spares to attend the off-road breakdown vehicles
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB13. identify complex problems and reviewing related information to develop and evaluate options and implement solutions
	SB14. take appropriate action in case of damage or faults found in the parts received from the OEM/ component warehouse
	SB15. take appropriate action in case of stock order discrepancies
	SB16. take remedial action to resolve any parts receipt and storage problems
	SB17. liaison with OEM Spares support or auto component field manpower to ensure proper and timely availability of spares especially in case of VOR (Vehicle Off-Road or Accidental orders placed to ensure timely supply of spares
	Analytical thinking
	The user/individual on the job needs to:
	SB18. evaluate the complexity of selection and issuing of spare parts to determine if any assistance is required
	SB19. analyse and anticipate in the periodic review and audits of the stock to identify dead stock or any slow moving stock

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	SB20. analyse and identify the types and quantities of spare / components that need replenishing
	SB21. identify the fast moving spares/ components and plan for timely placing of annual/ quarterly orders with the OEM basis the expected consumption
	Critical thinking The user/individual on the job needs to know and understand how to: SB22. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems SB23. evaluate the information gathered from the customer/ job card to ensure proper issuance of spares required for repair and maintenance of the vehicle



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NOS Version Control

NOS Code	ASC/ N 1502		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
		Next review date	24/06/15

ASC/ N 1503:Liaise with OEMs & other vendors for timely & accurate delivery of spare parts

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to liaise with OEMs, auto component manufacturer & other vendors (including part retailers) for timely & accurate delivery of spare parts as per the requirement.

ASC/ N 1503:Liaise with OEMs & other vendors for timely & accurate delivery of spare parts

National Occupational Standard

Unit Code	ASC/ N 1503
Unit Title (Task)	Liaise with OEMs & other vendors for timely & accurate delivery of spare parts
Description	This OS unit is about an individual to liaise with OEM , auto component manufacturer & other vendors (including part retailers) for timely & accurate delivery of spare parts as per the requirement of vehicles.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> liaise with OEMs and major auto components manufacturers for timely and accurate delivery of spare parts liaise with various auto component distributors for immediate supply of spares develop rapport with other vendors including various local spare parts retailers for delivery of spare parts which are not available otherwise
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Liaise with OEMs and vendors for timely supply of spares	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use the relevant part catalogue to assess the proper part number required for a particular vehicle</p> <p>PC2. forecast the requirements of spare parts/ auto components</p> <p>PC3. place the spare parts order with the OEM/ relevant supplier</p> <p>PC4. check and record the orders as per the spare parts requirement</p> <p>PC5. receive the stock and check for the quantity of the stock items is as per the order placed</p> <p>PC6. manage supplier/ auto component relationships to ensure procurement is done in a cost & time effective manner</p> <p>PC7. communicate market demand to OEM service function with respect to frequent replacement of particular spares/ aggregates</p> <p>PC8. provide technical feedback on failure of automotive components and new complaints for timely availability of spare parts</p> <p>PC9. identify technical problems with products (tools, spare parts, components etc.)and communicate to avoid damage to the procured spare parts</p> <p>PC10. establish working relationships with OEM spare part managers, manufacturing units for OEM/ auto components to gather technical information from the field</p> <p>PC11. deliver excellent customer service to external and internal customers by providing timely supply of parts</p> <p>PC12. support procurement of spares/ aggregates for major projects (where supply of spares is to be ensure at the site of dam/ road construction or any other major project) and business improvement initiatives</p> <p>PC13. understand the terms and conditions for various AMC/ reconditioned aggregates business to ensure adequate stocking /supply of spares on an urgent basis to avoid any legal implications</p> <p>PC14. prepare and record supplier performance and regularly report both internally and externally</p> <p>PC15. provide accurate, up-to-date parts receipt and stock information to the</p>

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	senior with respect to procurement from local part retailers, distributors on an urgent basis
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership with respect to manage and upkeep, storage, rotation of spares / auto components</p> <p>KA2. standard operating procedures for replacement of parts mandated by the OEM and issue of routine spares/ lubricants used in maintenance and regular servicing</p> <p>KA3. safety requirements for upkeep of spares, equipment and components as prescribed by the OEM</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities for managing the spares in the designated location</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace as well as for automotive trade in general which includes handling of different spares</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various spares/ aggregates used across OEM vehicular products as well as those manufactured by the competitors</p> <p>KB2. relevant and up-to-date knowledge of the supply chain and logistics of operating a trade distribution system</p> <p>KB3. the parts catalogue for newly launched vehicles/ existing refreshes</p> <p>KB4. the negotiation and price analysis across various categories of spares available and cost reduction basis the demand/ supply as per the market intelligence</p> <p>KB5. how to check the parts specifications and contact the supplier in case of discrepancies / damaged spares</p> <p>KB6. how to claim the refund in case of damages stock or if the stock was not received</p> <p>KB7. the suppliers/ component manufacturers terms of business including payment cycle and order systems</p> <p>KB8. how to record the parts numbering system, parts terminology and any variations in terminology</p> <p>KB9. how to liaison and coordinate with automotive spare parts manager, sales & service function and the OEM/ auto component manufacturing plant for the assigned area</p> <p>KB10. various government rules, regulation for transfer/ procurement from other states related to the sales taxes, VAT applicable (including C-form billing)</p>
Skills (S)	
A. Core Skills/	Writing skills

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Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. communicate information and ideas in writing so others will understand</p> <p>SA2. write and complete the prescribed formats for placing orders / receiving and maintaining stocks of spares/ auto components</p> <p>SA3. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read to identify the parts using numbering system or any other procedure implemented to locate parts</p> <p>SA5. read and understand various parts catalogue & service circulars (especially relating to oil and lubricant change which have to be issued) by the OEM/ auto components manufacturer</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. interact with customers in a professional and courteous manner even for the irritant customers</p> <p>SA7. interact with various external stakeholders (including OEM spare parts, auto components field team, Parts distributor, Local Parts Retailers or other external agency) for quick procurement of spares</p> <p>SA8. follow up customer's orders with part suppliers especially in case of VOR (Vehicle Off-Road) and accidental orders are placed</p> <p>SA9. interact with senior spare parts operator and other team members to work efficiently</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide suitable timelines for placing orders like annual/ quarterly or immediately (in case of accidental and VOR orders)</p> <p>SB2. decide when to report low levels of stock to the relevant person especially with respect to fast moving spares and from where to procure it</p> <p>SB3. decide from where the recommended grade of grease, lubricant, coolant and oils to be procured to maintain the adequate levels</p> <p>SB4. decide which supplier/ part retailer can supply the specific parts the customer requires urgently and is out of stock at the warehouse and distributor within a specified delivery time</p> <p>SB5. decide when to seek assistance from the relevant person in case of difficulties in procurement of new or more parts</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. plan work according to the required schedule and location</p> <p>SB7. maintain a routine for stock checking to ensure timely orders are placed for</p>

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	procurement especially of the fast moving routine spares
	SB8. liaison with local parts retailers who have started stocking of the parts for the new vehicles which have been added to the standard list of parts
	SB9. organise and maintain timely availability of spare parts
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB10. ensure the correct parts are issues for service and repair of the vehicle in the fastest possible time (both from internal stock or getting them from other part retailers/ distributors)
	SB11. communicate clearly, politely and accurately with customers and suppliers while procuring and supply of spares
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB12. identify complex problems and reviewing related information to develop and evaluate options and implement solutions
	SB13. take appropriate action in case of damage or faults found in the parts received from the OEM/ component warehouse
	SB14. take action in case of parts delivery discrepancies
	SB15. liaison with OEM Spares support or auto component field manpower to ensure proper and timely availability of spares especially in case of VOR (Vehicle Off-Road or Accidental orders placed to ensure timely supply of spares
	SB16. anticipate any problems that are likely to prevent delivery of new parts effectively in the time available
	Analytical thinking
	The user/individual on the job needs to:
	SB17. evaluate the complexity of selection and issuing of spare parts to determine if any assistance is required
	SB18. analyse and identify the types and quantities of spares/ components that need replenishing
	SB19. identify the fast moving spares/ components and plan for timely placing of annual/ quarterly orders with the OEM basis the expected consumption
	SB20. evaluate the complexity of ordering of new parts to determine if he/she needs any assistance from the relevant person
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB21. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
	SB22. evaluate viability of supplier terms of business in order to achieve maximum advantage for the storage facility

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NOS Version Control

NOS Code	ASC/ N 1503		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
		Next review date	24/06/15

ASC/ N 0001: Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

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

ASC/ N 0001: Plan and organise work to meet expected outcomes

National Occupational Standard	Unit Code	ASC/ N 0001
	Unit Title (Task)	Plan and organise work to meet expected outcomes
	Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment's and manpower)
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>
	Appropriate use of resources	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans</p>

ASC/ N 0001: Plan and organise work to meet expected outcomes

	to reflect change
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2.read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3.ask for clarification and advice from appropriate persons
	SA4.communicate orally with colleagues
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	CustomerCentricity
	The user/individual on the job needs to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check own work and ensure it meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyse problems and identify work -arounds taking help from

ASC/ N 0001: Plan and organise work to meet expected outcomes

	concerned persons where required
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. apply own judgement to identify solutions in different situations



ASC/ N 0001: Plan and organise work to meet expected outcomes

NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

ASC/ N 0002: Work effectively in a team

National Occupational Standards



Overview

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

ASC/ N 0002: Work effectively in a team

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

ASC/ N 0002: Work effectively in a team

	<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
	Oral Communication (Listening and Speaking skills)
B. Professional 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 responsekeeping in view resource utilization while meeting commitments
	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
	CustomerCentricity
	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
	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 judgements to different situations

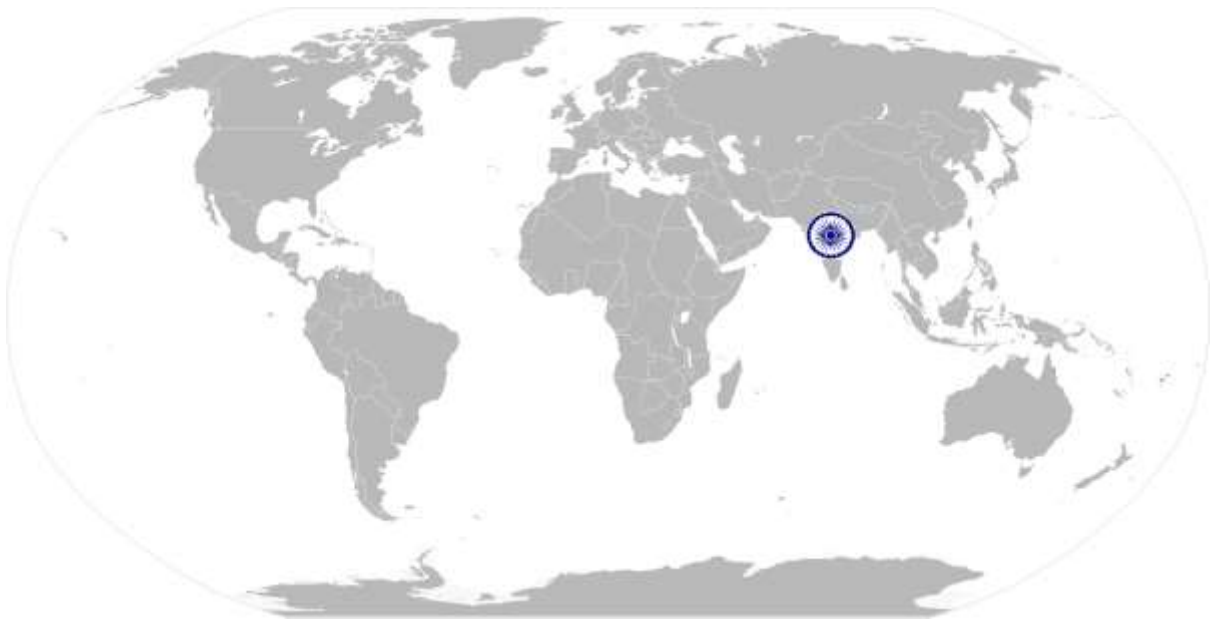
ASC/ N 0002: Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
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ASC/ N 0003: Maintain a healthy, safe and secure working environment

National Occupational Standards



Overview

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

ASC/ N 0003: Maintain a healthy, safe and secure working environment

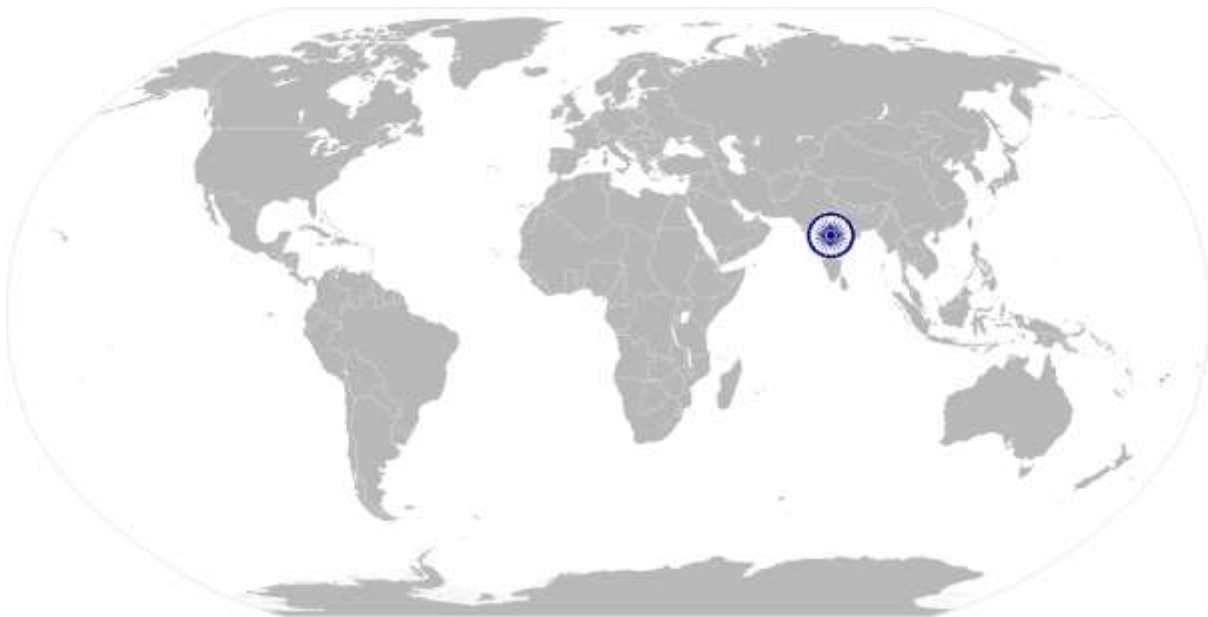
Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p>

ASC/ N 0003: Maintain a healthy, safe and secure working environment

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

ASC/ N 0003: Maintain a healthy, safe and secure working environment

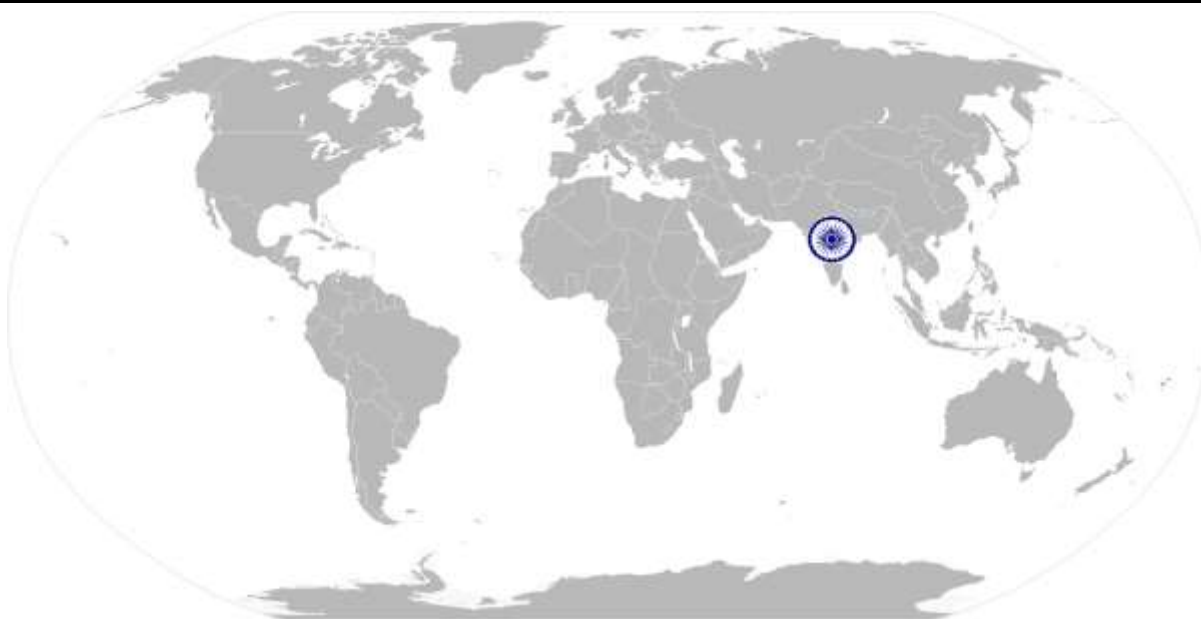
	SB4.apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB5.analyse data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6.apply balanced judgements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



ASC/ N 0003: Maintain a healthy, safe and secure working environment

NOS Version Control

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Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15



Qualification Pack for Spare Parts Operations Executive

Criteria for assessment of Trainees

JOB ROLE	Spare Parts Operations Executive L5
Qualification Pack	ASC/Q 1502
No. Of NOS	2 Role specific ,3 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N 1502	Manage spare parts inventory	Viva	Practical
Manage Spare Parts Inventory	To be competent, the user/individual on the job must be able to: PC1. use the relevant part catalogue to assess the proper part number required for a particular vehicle PC2. forecast the requirements of spare parts/ auto components PC3. place the spare parts order with the OEM/ relevant supplier PC4. check and record the orders as per the spare parts requirement PC5. ensure the stocking area is clear and that there is sufficient storage space before the arrival of expected deliveries PC6. verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors PC7. ensure deliveries are unloaded safely and securely by following all manual handling requirements PC8. receive the stock and check for the quantity of the stock items is as per the order placed PC9. examine and inspect stock items for wear or defects PC10. ensure that delivery documentation is accurate and as per the organizational guidelines PC11. check delivery records to ensure that organisation's requirements have been met by the suppliers PC12. liaison with manpower at warehouses of OEM/ auto components as well as the manufacturing plants (in case of emergency) to track the overall process from dispatch to getting delivered to the workshop/ distributor location PC13. ensure proper manage of spare parts to reduce the dead stock by faster stock rotation PC14. carry out regular checks to ensure that the spare parts are stocked at the designated place PC15. provide accurate, up-to-date parts receipt and stock information to the seniors PC16. minimise the risk of damage to the spare parts, storage	10	40
		30	50

Qualification Pack for Spare Parts Operations Executive

	<p>system, and surrounding fittings and components</p> <p>PC17. monitor stock inventory levels ensuring appropriate level, ratios and turnovers are maintained</p> <p>PC18. ensure overall upkeep of the premises where spares/ components are stocked and other related equipment and assets are controlled and used effectively</p>	10	10
	subtotal	50	100
ASC/N 1503	Liaise with OEM's & vendors for timely & accurate delivery of spare parts	Viva	Practical
Liaise with OEMs and vendors for timely supply of spares	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use the relevant part catalogue to assess the proper part number required for a particular vehicle</p> <p>PC2. forecast the requirements of spare parts/ auto components</p> <p>PC3. place the spare parts order with the OEM/ relevant supplier</p> <p>PC4. check and record the orders as per the spare parts requirement</p> <p>PC5. receive the stock and check for the quantity of the stock items is as per the order placed</p> <p>PC6. manage supplier/ auto component relationships to ensure procurement is done in a cost & time effective manner</p> <p>PC7. communicate market demand to OEM service function with respect to frequent replacement of particular spares/ aggregates</p> <p>PC8. provide technical feedback on failure of automotive components and new complaints for timely availability of spare parts</p> <p>PC9. identify technical problems with products (tools, spare parts, components etc.) and communicate to avoid damage to the procured spare parts</p> <p>PC10. establish working relationships with OEM spare part managers, manufacturing units for OEM/ auto components to gather technical information from the field</p> <p>PC11. deliver excellent customer service to external and internal customers by providing timely supply of parts</p> <p>PC12. support procurement of spares/ aggregates for major projects (where supply of spares is to be ensure at the site)</p>	<p>5</p> <p>10</p> <p>15</p>	<p>10</p> <p>20</p> <p>40</p>

Qualification Pack for Spare Parts Operations Executive

	of dam/ road construction or any other major project) and business improvement initiatives PC13. understand the terms and conditions for various AMC/ reconditioned aggregates business to ensure adequate stocking /supply of spares on an urgent basis to avoid any legal implications PC14. prepare and record supplier performance and regularly report both internally and externally PC15. provide accurate, up-to-date parts receipt and stock information to the seniorwith respect to procurement from local part retailers, distributors on an urgent basis	10	20
	subtotal	40	90
ASC/N 0001	Plan & organize work to meet expected outcome	Viva	Practical
Work requirements including various activities within the given time and set quality standards	To be competent, the user/individual on the job must be able to: PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organisation's guidelines PC3. work in line with organisation's policies and procedures PC4. work within the limits of job role PC5. obtain guidance from appropriate people, where necessary PC6. ensure work meets the agreed requirements	15	30
Appropriate use of resources	PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources in a responsible manner	10	20
	subtotal	25	50
ASC/N 0002	Work effectively in a team	Viva	Practical
Interact & communicate effectively with colleagues including member in the own group as well as other groups	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational 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	25	50

Qualification Pack for Spare Parts Operations Executive

	PC8. follow the organisation's policies and procedures for working with colleagues		
	subtotal	25	50
ASC/N 0003	Maintain safe , healthy environment friendly workplace	Viva	Practical
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>	20	55
	subtotal	20	50
	Total	160	340