

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

### What are Occupational Standards (OS)?

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

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## Introduction

### Qualifications Pack-Regional Parts Manager(RPM)

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** AUTOMOTIVE VEHICLE SERVICE (OEM)

**OCCUPATION:** SERVICE AND SPARE PARTS BUSINESS

**JOB ROLE:** REGIONAL PARTS MANAGER(RPM)

**REFERENCE ID:** ASC/ Q 0606

**ALIGNED TO :** NCO-2004/Nil

**Regional Parts Manager(RPM)** is also known as Parts Manager.

**Brief Job Description:** A **Regional parts Manager** is responsible for managing spare parts business for the OEM across the region. The individual manages and ensures spare parts movement.

**Personal Attributes:** The individual should have the knowledge of handling spare parts, inventory analysis and maintaining relevant relationships with suppliers and customers. The individual should have the understanding of the systems and procedures for parts storage and the supervisory skills to handle and manage the spare parts personnel working under him. The individual should handle and manage the spare parts related issues and claims. The individual should be proactive, and customer centric and should have good communication skills.

Qualifications Pack Code	ASC/ Q 0606		
Job Role	Regional Parts Manager(RPM)		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	16/07/13
Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	16/07/13
Occupation	Service and Spare Parts Business	Next review date	16/07/15

Job Role	Regional Parts Manager(RPM)
Role Description	Responsible for managing spare parts business for the OEM all across the region
NSQF level	6
Minimum Educational Qualifications	Graduate degree/diploma in automotive or mechanical engineering
Maximum Educational Qualifications	Post graduate degree/ diploma in automotive or mechanical engineering
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> <li>Desirable for ASDC Regional Parts Manager certificate or Post graduate degree / diploma in automotive or mechanical engineering</li> <li>Compulsory for all other qualifications</li> </ul>
Experience	<ul style="list-style-type: none"> <li>0 years if ASDC Regional Parts Manager certificate or Post graduate degree/ diploma in automotive or mechanical engineering</li> <li>Upto 3 years for other qualifications</li> </ul>
Occupational Standards (OS)	<b>Compulsory:</b> <b>ASC/ Q 0606:</b> <a href="#">Manage operations to ensure availability of spare parts and settle claims</a> <b>ASC/ N 0004:</b> <a href="#">Manage customer relationship and quality service</a> <b>ASC/ N 0005:</b> <a href="#">Supervise and evaluate performance</a> <b>ASC/ N 0001:</b> <a href="#">Plan and organise work to meet expected outcomes</a>

	<p><b>ASC/ N 0002:</b> <a href="#">Work effectively in a team</a></p> <p><b>ASC/ N 0003:</b> <a href="#">Maintain a healthy, safe and secure working environment</a></p> <p><b>Optional:</b></p> <p>N.A.</p>
<b>Performance Criteria</b>	As described in the relevant NOS units

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 organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for 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.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
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 0606: Manage operations to ensure availability of spare parts and settle claims

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to manage operations to ensure the availability of spare parts, monitor dealership network, maintain spare parts records and settle related claims.

# ASC/ N 0606: Manage operations to ensure availability of spare parts and settle claims

## National Occupational Standard

Unit Code	ASC/ N 0606
Unit Title (Task)	Manage operations to ensure availability of spare parts and settle claims
Description	This OS unit is about an individual managing the operations and activities related to spare parts availability, maintenance and claims.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>spare parts planning and monitoring including maintaining sales records</li> <li>monitor spare parts sale and profit along with managing claim settlement across the channel partner (dealers, workshops and distributors)</li> </ul>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Manage the operations related to spare parts availability</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure proper planning for spare parts flow and timely orders by dealers</p> <p>PC2. maintain proper and timely updated system for better inventory management at dealership network of the assigned area</p> <p>PC3. fill and maintain records on the dealers systems for proper spare parts inventory reports</p> <p>PC4. ensure quick and smoother transportation of spare parts from the warehouses to enhance the speed and availability of spare parts</p> <p>PC5. ensure faster turnaround time for services for providing increased customer satisfaction</p> <p>PC6. coordinate with dealers and the parts division to ensure outstanding vehicle parts support</p> <p>PC7. monitor and ensure growth in consumption of spare parts</p> <p>PC8. meet and exceed OEM parts sales targets for assigned dealers and territories</p> <p>PC9. maximize overall net profit by exceeding budget, sales and gross margin in his area of responsibility</p> <p>PC10. improve system and process and ensure availability of parts at optimum inventory level</p> <p>PC11. establish efficient distribution channels for spare parts delivery to existing dealers</p> <p>PC12. set up appropriate commercial terms to major dealers including discounts, payment terms etc.</p> <p>PC13. ensure that order for parts is processed promptly</p> <p>PC14. set up, control and monitor the system for special and back order parts to reduce cost</p> <p>PC15. maintain effective parts department processes to ensure timely availability of spare parts</p> <p>PC16. schedule warranty payments and procedures</p> <p>PC17. follow up warranty issues</p> <p>PC18. handle and resolve all warranty claims</p> <p>PC19. settle and monitor spare parts related claims from the dealership networks against the warranty and replacements</p>



**ASC/ N 0606: Manage operations to ensure availability of spare parts and settle claims**

	<p>PC20. review every warranty repair order written for proper completion, accuracy and legibility according to the policies and procedures</p> <p>PC21. review all old claims and address any adjustments</p> <p>PC22. investigate about overdue claims</p> <p>PC23. follow up with dealers for payments and claims documentations</p> <p>PC24. maintain MIS for warranty claims and payments</p> <p>PC25. work with the sales and marketing manager to develop merchandising, advertising, and sales promotions</p> <p>PC26. establish and maintain a good working relationship with dealers</p> <p>PC27. ensure that all relevant material safety data sheets are maintained for spare parts handling</p>
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (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 and OEM for responding to enquiries</p> <p>KA2. promotions, discounts, offers available from the OEM</p> <p>KA3. prices, taxes and other applicable cost elements for the spare parts</p> <p>KA4. spare parts warranty related terms and conditions</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA6. organisational and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. dealers in particular area and their demand and previous sales pattern</p> <p>KB2. how to measure and calculate the previous year performance of OEM and plan targets for next cycle</p> <p>KB3. how to prepare the profit and loss statement for the daily, weekly and monthly spare parts sale</p> <p>KB4. the cost price of the spare part and their MRP pricing methodology</p> <p>KB5. the applicable sales tax and excise duty structure depending on the inter or intra state transport</p> <p>KB6. the minimum stock level required to be maintained</p> <p>KB7. the storage regulations depending on parts requirement</p> <p>KB8. the parts storage facility arrangement depending on the following:</p> <ul style="list-style-type: none"> <li>• number of parts in store</li> <li>• spare parts tag number</li> <li>• easy handling of parts</li> <li>• packing of parts</li> </ul>



**ASC/ N 0606: Manage operations to ensure availability of spare parts and settle claims**

	<ul style="list-style-type: none"> <li>rotation and easy movement of parts</li> </ul> <p>KB9. FIFO(First in first out) method of spare parts movement</p> <p>KB10. how to plan the spare parts availability by calculating the following:</p> <ul style="list-style-type: none"> <li>spare parts annual and monthly sales</li> <li>fast moving and slow moving sales ratio</li> </ul> <p>KB11. how to monitor the time required to pack the spare parts and quality of packaging and timely delivery depending on following parameters:</p> <ul style="list-style-type: none"> <li>delivery of spare parts within 24 hours</li> <li>delivery of spare parts within certain time limit</li> <li>normal delivery of spare parts</li> <li>packaging guidelines of different types of spare parts(small, large, heavy or delicate)</li> </ul> <p>KB12. the warranty policy applicable to particular part</p> <p>KB13. the terms and condition of warranty</p> <p>KB14. the tenure for which warranty is applicable</p> <p>KB15. the parameters to be checked before processing and managing claims</p> <p>KB16. how to design and implement plan so as to comply with the new and changed warranty terms and conditions</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. create documentation required on the job (including databases to manage sales and stock of spare parts etc.)
	SA2. maintain records of spare parts stock, availability, sales target
	SA3. write in at least one language
	<b>Reading skills</b>
	The user/individual on the job needs to know and understand how to:
	SA4. read spare parts and stock related reports
	SA5. read the warranty related claims and change in policy terms and conditions
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA6. interact with the dealers to provide information related to spare parts and warranty claims
	SA7. interact with the dealers to build a positive rapport and influence the purchase decision
	SA8. Interact with the team
<b>B. Professional Skills</b>	<b>Decision making</b>

**ASC/ N 0606: Manage operations to ensure availability of spare parts and settle claims**

	The user/individual on the job needs to know and understand how to:
	SB1. analyse the dealer profiles and offer them all possible options available so that they can choose the best offer
	SB2. analyse the parts required and inventory level
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB3. plan work assigned on a daily basis
	SB4. plan and project the spare parts inventory and sales target
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB5. ensure that the spare parts are delivered on time to provide satisfactory service
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. ensure that the spare parts inventory is managed carefully
	SB7. manage and settle warranty claims
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB8. identify and analyse the information related to spare parts
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB9. identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

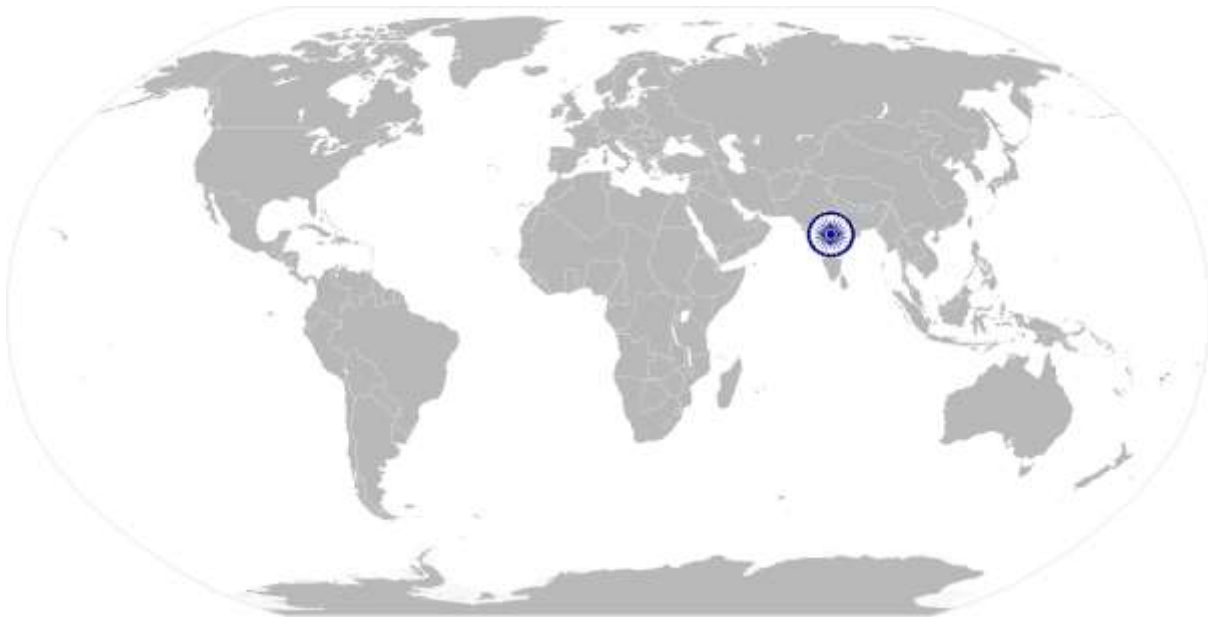
ASC/ N 0606: Manage operations to ensure availability of spare parts and settle claims

## NOS Version Control

NOS Code	ASC/ N 0606		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	16/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	16/07/13
		Next review date	16/07/15

ASC/ N 0004: Manage customer relationship and quality service

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to manage relationship with customers, providing quality service and ensuring complete satisfaction.

## ASC/ N 0004: Manage customer relationship and quality service

National Occupational Standard	<b>Unit Code</b>	ASC/ N 0004
	<b>Unit Title (Task)</b>	Manage customer relationship and quality service
	<b>Description</b>	This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience</li> <li>resolve complete customer queries, issues &amp; complaints timely including settlement of warranty claims and other performance related issues as per the various terms &amp; conditions and guidelines</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. analyse and comprehend all customer requirements and needs</p> <p>PC2. document complete customer requisites and assess them</p> <p>PC3. deliver and assist in delivering as per the noted requirements</p> <p>PC4. understand complete customer queries and complaints</p> <p>PC5. document all customer queries in the prescribed format of the organisation</p> <p>PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues</p> <p>PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework</p> <p>PC8. document feedbacks and reviews from the customers &amp; implement within the framework of the organization</p> <p>PC9. maintain a healthy &amp; professional relationship with the customers especially key accounts and influencers in the market</p>
	<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context</b> (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 within one's own organisation</p> <p>KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation</p> <p>KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal</p>

**ASC/ N 0004: Manage customer relationship and quality service**

	<p>KA4. customer relationship management (CRM) related framework provided by the organisation</p> <p>KA5. terms &amp; conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the various auto components/ aggregates</p> <p>KA6. documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines</p> <p>KA7. organisational and professional code of ethics and standards of practice</p> <p>KA8. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer</p> <p>KB2. detailed technical and performance specifications of the auto component for various OEM vehicles</p> <p>KB3. how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team</p> <p>KB4. documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle</p> <p>KB5. requirements of the customers and suggest delivery accordingly</p> <p>KB6. software or format used to capture for customer relationship management (CRM) within the organisation</p> <p>KB7. software or format such as MS word, excel, PowerPoint and management information system (MIS)</p> <p>KB8. how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty &amp; other service-related aspects etc.</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)</p> <p>SA2. either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer</p> <p>SA3. write in at least one language</p>



**ASC/ N 0004: Manage customer relationship and quality service**

	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read feedback from customers on warranty and other performance related aspects</p> <p>SA5. read the specific requirements, queries that the customer may have on various auto components including any specific technical query</p> <p>SA6. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (dealership)</p> <p>SA7. read policies and regulations pertinent to the job</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. interact with the customers for getting their requirements, queries and feedbacks</p> <p>SA9. interact with organisation's internal stakeholders for efficient customer relationship management interact with team members to work efficiently</p>
<b>B. Professional Skills</b>	<b>Decision making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB2. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner</p>
	<b>Plan and Organise</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan work assigned on a daily basis</p> <p>SB4. follow up regularly on potential complaints, issues raised by the customer</p>
	<b>Customer centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. ensure that customer needs are assessed and satisfactory service is provided</p> <p>SB6. ensure that performance of the auto component is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms &amp; conditions mandated by either the OEM or the auto component manufacturer</p>
	<b>Problem solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analyse all the complaints, queries or issues raised by the customers to either</p>



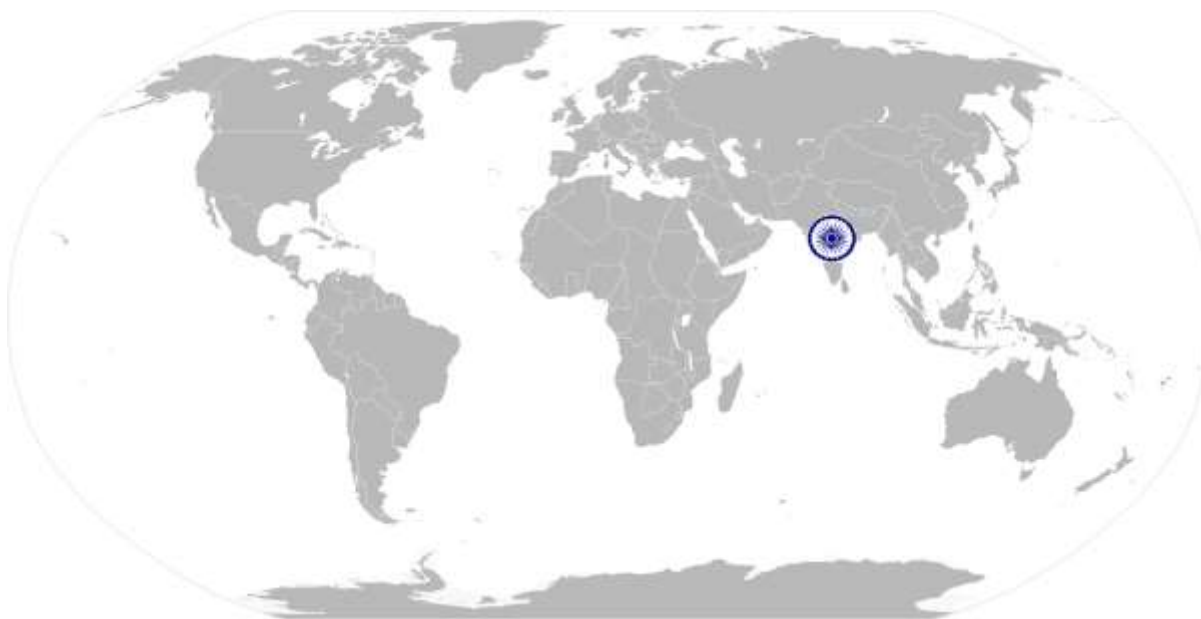
**ASC/ N 0004: Manage customer relationship and quality service**

	the OEM channel partner/ auto component dealer/ retailer in the market
	SB8. deliver and act as per the organisation provided/guided resolutions
	SB9. liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB10. evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
	SB11. assess time and cost required for customer resolution based on complaints, problems or queries identified
	SB12. evaluate and identify key customer experience enhancing areas
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB13. evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
	SB14. evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction

ASC/ N 0004: Manage customer relationship and quality service

## NOS Version Control

NOS Code	ASC/ N 0004		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	23/07/13
Industry Sub-sector	NA	Last reviewed on	23/07/13
		Next review date	23/07/15



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

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

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

National Occupational Standard	Unit Code	ASC/ N 0005
	Unit Title (Task)	Supervise and evaluate performance
	Description	This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>supervise all activities performed by subordinates and reporting executives and evaluate their performance</li> <li>ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</li> </ul>
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Supervise & evaluate performance of all subordinates and reporting executives	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set goals and targets as per organisational directives for all reporting executives</p> <p>PC2. create quantified measures and metrics to analyse the performance delivered by subordinates</p> <p>PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned</p> <p>PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</p> <p>PC5. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals</p> <p>PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Organization</p> <p>PC7. assist and support reporting executives whenever necessary or applicable</p> <p>PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation</p> <p>PC9. perform all appraisal related process flow for subordinates, as per respective performance documents</p> <p>PC10. handover all the documents and appropriate support measures to human resources department for official records</p> <p>PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates</p>
	Knowledge and Understanding (K)	
	B. 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 for appraisals, incentives, promotions and performance evaluation</p> <p>KA2. standard operating procedures for query and problem reporting and their redressal in the organisation</p> <p>KA3. framework and guidelines prescribed by the organisation for query and</p>

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

	<p>problem redressal</p> <p>KA4. framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA6. institutional and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. documentation requirements for appraisals and other performance evaluations of various subordinate positions</p> <p>KB2. process flow for performance evaluation, documentation and appraisals related with them</p> <p>KB3. subordinate and reporting executive's problems and queries and documenting it in the organisation's prescribed format</p> <p>KB4. redressal documentations mechanisms available in the organization and acting accordingly in a timely manner</p> <p>KB5. software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization</p>
<b>Skills (S)</b>	
<b>C. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. communicate information and ideas in writing so that the subordinates and peers can understand</p> <p>SA11. create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)</p> <p>SA12. write at least one local language</p>
	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. read reviews from subordinates in terms of their requirements, queries and feedbacks</p> <p>SA14. read appraisal documents related with any of subordinating position</p> <p>SA15. read policies and regulations pertinent to the job</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation</p> <p>SA17. interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation</p>

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

<b>D. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB15. analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: <ul style="list-style-type: none"> <li>• rewards and recognition schemes</li> <li>• promotion</li> <li>• transfer to other work stream</li> <li>• nominate for an executive training</li> <li>• any other monetary or non-monetary benefits</li> </ul>
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB16. plan work on a daily basis to ensure higher levels of motivated within the team supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB17. Ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB18. analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
	SB19. deliver and act as per the organisation provided/guided resolutions
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB20. evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
	SB21. assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB22. assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an

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

	optimum decision to ensure the overall profitability of the organisation
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## ASC/ N 0001: Plan and organise work to meet expected outcomes

### NOS Version Control

NOS Code	ASC/ N 0005		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	23/07/13
Industry Sub-sector	NA	Last reviewed on	23/07/13
		Next review date	23/07/15

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

# National Occupational Standards



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## 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	<b>Unit Code</b>	<b>ASC/ N 0001</b>
	<b>Unit Title (Task)</b>	<b>Plan and organise work to meet expected outcomes</b>
	<b>Description</b>	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards</li> <li>appropriate use of resources (both material / equipment's and manpower)</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Work requirements including various activities within the given time and set quality standards</b>	<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>
	<b>Appropriate use of resources</b>	<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>
	<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<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>B. Technical Knowledge</b>	<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>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	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
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	<b>Plan and Organise</b>
	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
	<b>CustomerCentricity</b>
<b>B. Professional Skills</b>	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
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
<b>B. Professional Skills</b>	<b>Analytical Thinking</b>

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

	The user/individual on the job needs to know and understand how to:
	SB7. analyse problems and identify work -arounds taking help from concerned persons where required
	<b>Critical Thinking</b>
	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



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## 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

<b>Unit Code</b>	<b>ASC/ N 0002</b>
<b>Unit Title (Task)</b>	<b>Work effectively in a team</b>
<b>Description</b>	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.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> <li>interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b>	<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>
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (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>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:

**ASC/ N 0002: Work effectively in a team**

	KB1. different types of information that colleagues might need and the importance of providing this information when it is required KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	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
	<b>Decision Making</b>
	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>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>CustomerCentricity</b>
	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>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations

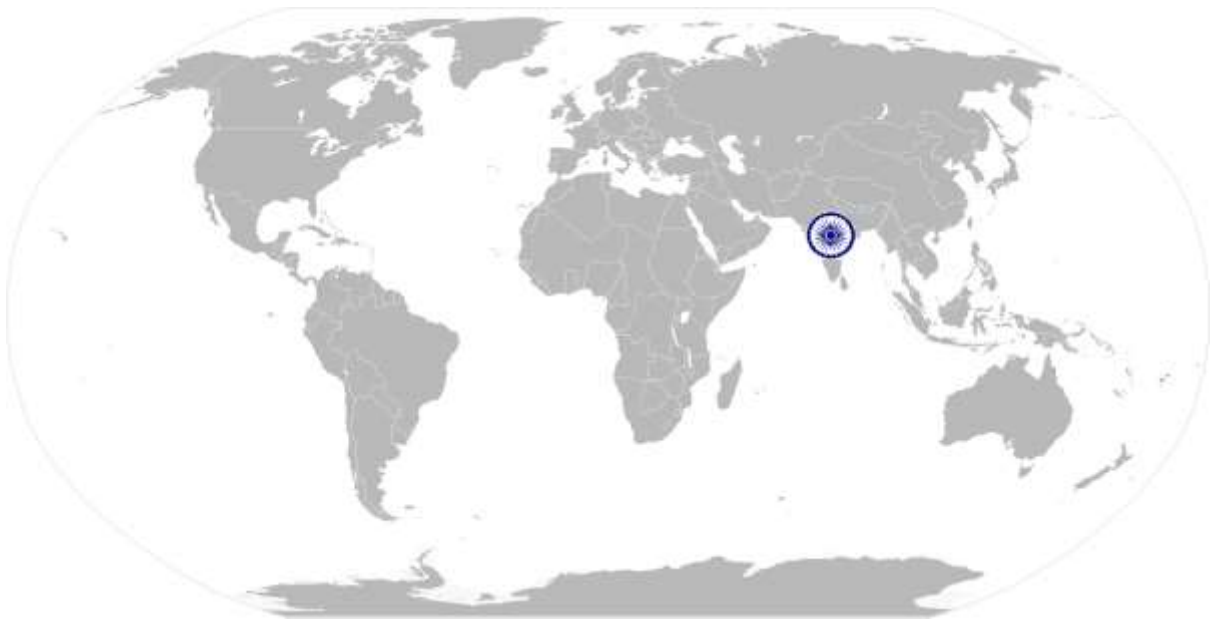
ASC/ N 0002: Work effectively in a team

## NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

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

# National Occupational Standards



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## 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

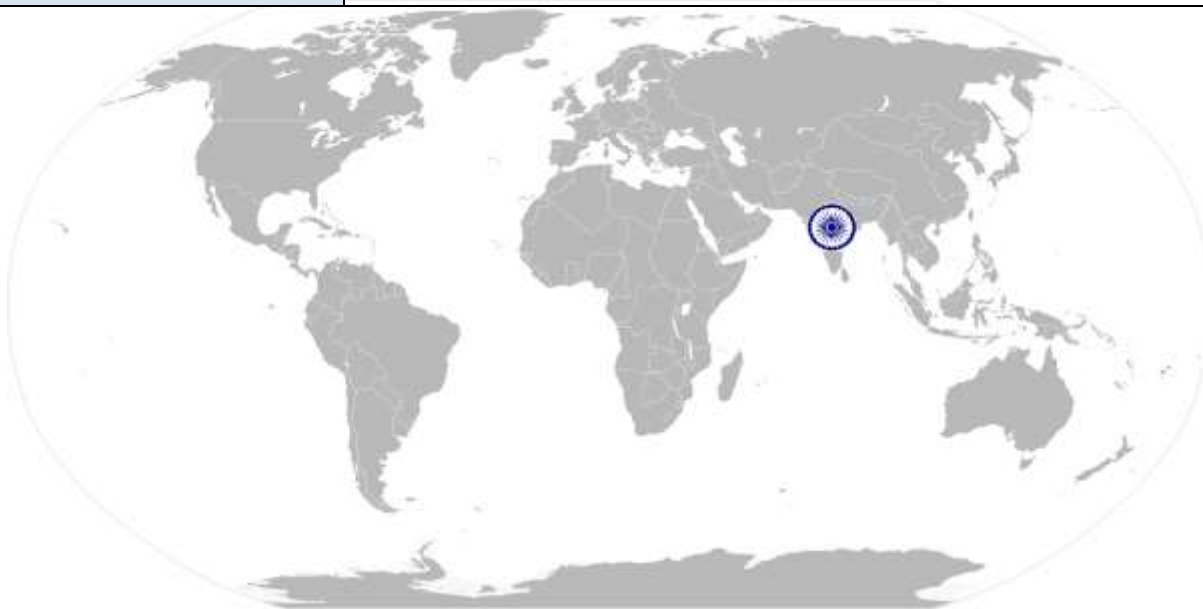
Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Resources (both material &amp; manpower) needed to maintain a safe working environment as per the prevalent norms &amp; government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises</li> </ul>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Resources needed to maintain a safe, secure working environment</b>	<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
<b>A. Organisational Context</b> (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>

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

	<p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p>
<b>B. Technical Knowledge</b>	<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>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	<b>Decision Making</b>
	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>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with

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

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

NOS Code	ASC/ N 0003		
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

