

## 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-Territory Service Manager

**SECTOR:** AUTOMOTIVE

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

**OCCUPATION:** SERVICE & SPARE PARTS BUSINESS

**JOB ROLE:** TERRITORY SERVICE MANAGER

**REFERENCE ID:** ASC/ Q 0602

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

**Territory Service Manager** is also known Customer Support Manager.

**Brief Job Description:** A Territory Service Manager is responsible for managing the service function in the assigned territory. The individual supervises service function at the dealership network of the assigned territory and helps in increasing profitability.

**Personal Attributes:** The individual should be able to handle the administrative and customer relations function at the service end. The individual should have the ability to analyse and finalise avenues of network expansion at the territory level. The individual must be able to provide satisfactory customer services to promote and maintain the company's long term relation with the dealership network of the territory.

Job Details	Qualifications Pack Code	ASC/ Q 0602		
	Job Role	Territory Service Manager		
	Credits(NSQF)	TBD	Version number	1
	Industry	Automotive	Drafted on	20/07/13
	Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	20/07/13
	Occupation	Service & Spare Parts Business	Next review date	20/07/15

Job Role	Territory Service Manager
Role Description	Manage and assist in the service function at the retail level in the assigned industry
NSQF level	5
Minimum Educational Qualifications	Graduate degree/ diploma in Automotive/ Mechanical Engineering
Maximum Educational Qualifications	Post graduate degree/ diploma in Automotive/ Mechanical Engineering
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> <li>Desirable for ASDC Territory Service Manager certificate or Post graduate degree / diploma in Automotive/ Mechanical Engineering</li> <li>Compulsory for all other qualifications</li> </ul>
Experience	<ul style="list-style-type: none"> <li>0 years if ASDC Territory Service Manager or Post graduate degree/ diploma in Automotive/ Mechanical Engineering</li> <li>Upto 3 years for other qualifications</li> </ul>

Occupational Standards (OS)	<p><b>Compulsory:</b></p> <p><b>ASC/ N 0602:</b> <a href="#">Supervise service support</a></p> <p><b>ASC/ N 0603:</b> <a href="#">Expand service network</a></p> <p><b>ASC /N0004</b> <a href="#">Manage customer relationship and quality service</a></p> <p><b>ASC/ N 0001:</b> <a href="#">Plan and organise work to meet expected outcomes</a></p> <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>
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 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 0602: Supervise service support

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise, support and handle services network.

**ASC/ N 0602: Supervise service support**

National Occupational Standard	<b>Unit Code</b>	<b>ASC/ N 0602</b>
	<b>Unit Title (Task)</b>	<b>Supervise service support</b>
	<b>Description</b>	This OS unit is about an individual supervising, supporting and handling services network.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>supervise and monitor the service relates aspects at the channel partner (including dealers and other authorized service stations)</li> <li>monitor the customer satisfaction and performance along with the overall training needs of the technicians and any need for upgradation of skills</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Supervise and monitor the overall service levels at the channel partners</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. provide technical expertise related to workshop profitability, value added services offered at dealership and their promotion</p> <p>PC2. check the new model service preparedness of dealer</p> <p>PC3. ensure to achieve faster turnaround time of service, more number of services performed and increased amount of profit at dealer end</p> <p>PC4. monitor the product performance and feedback given by the customers</p> <p>PC5. set up action plan for improvement of service quality</p> <p>PC6. check and monitor the customer engagement index</p> <p>PC7. check and monitor the customer centric activities performed by dealer</p> <p>PC8. ensure that dealership achieves higher customer satisfaction and engagement</p> <p>PC9. Impart and implement key performance measures and training for greater customer satisfaction</p> <p>PC10. Ensure that customer complaints are handled promptly and quick redressal is done in order to improve overall service level</p> <p>PC11. conduct and analyse the training needs assessment surveys</p> <p>PC12. monitor progress and achievement through performance metric reports and take corrective action in a timely manner</p> <p>PC13. carry out a regular audit related to the warranty and failed parts issues and safety plan of the dealer</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</p> <p>KA2. terms and conditions related to promotional and value added services</p> <p>KA3. organisational and professional code of ethics and standards of practice</p> <p>KA4. safety and health policies and regulations for the workplace</p>



### ASC/ N 0602: Supervise service support

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to provide technical expertise, workshop profitability, value added services and promotion for services</p> <p>KB2. how to improve the overall service level for the dealership network</p> <p>KB3. the turnaround time and service and repair time as per the OEM guidelines</p> <p>KB4. the parameters to be considered to track and supervise the service provided by the dealer:</p> <ul style="list-style-type: none"> <li>• customer engagement index <ul style="list-style-type: none"> <li>• customer service index activity sheet</li> <li>• monthly dissatisfied customer through dealer</li> <li>• customer key account daily report</li> </ul> </li> <li>• service quality <ul style="list-style-type: none"> <li>• workshop and services offered modernisation</li> <li>• same day delivery</li> <li>• time confronted</li> <li>• cost confronted</li> <li>• complaint repetition</li> </ul> </li> <li>• dealer satisfaction index</li> <li>• increase in revenue <ul style="list-style-type: none"> <li>• profitability index calculation by checking LBD(labour per bay per day), SBD(service per bay per day) and VBD(vehicle per bay per day)</li> </ul> </li> <li>• skill enhancement and training <ul style="list-style-type: none"> <li>• e learning deployment</li> <li>• technicians trained at plant</li> <li>• mobile training van</li> <li>• service advisor training</li> <li>• supervisor training</li> <li>• assistant works manager training</li> <li>• technician training</li> <li>• ITI(industrial training institutes) Adoption &amp; recruitment</li> </ul> </li> <li>• customer centric activities</li> <li>• new model service preparedness <ul style="list-style-type: none"> <li>• initial parts stocking &amp; oil</li> <li>• manpower training</li> <li>• special tools</li> <li>• retro fitment</li> </ul> </li> <li>• product performance and feedback <ul style="list-style-type: none"> <li>• complaint investigation report</li> <li>• KMPL(kilometre per litre)</li> <li>• pre-delivery inspection of Chassis and FBV</li> </ul> </li> </ul> <p>KB5. the training needs of a particular dealership</p> <p>KB6. the measures and actions required to cut down the cost and speed up service process</p>
<p><b>Skills (S) w.r.t. the scope</b></p>	



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Element	Skills
<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. document and report survey SA2. document and report the progress of service support plan SA3. document and report the performance and training requirements SA4. write in at least one language
	<b>Reading skills</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SA5. read the reports related to performance of dealership SA6. read policies and regulations pertinent to the job
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA7. interact with the dealer to create a positive rapport
	<b>Decision making</b>
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to:
	SB1. analyse the dealer profiles and suggest them all possible measures to cut cost and improve services
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan work assigned on a daily basis SB3. follow up regularly to keep track of services provided
<b>B. Professional Skills</b>	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB4. ensure that potential customer needs and requirements are assessed SB5. ensure that services offered meets the customer satisfaction level
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SB6. manage the problems related to service support pertaining to new product and services requirement
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB7. analyse and asses the performance of the dealer to make improvements and

**ASC/ N 0602: Supervise service support**

	take corrective actions
	<b>Critical thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. evaluate the information gathered from the survey and utilise it to plan and supervise the service support</p>



ASC/ N 0602: Supervise service support

## NOS Version Control

NOS Code	ASC/ N 0602		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	20/07/13
		Next review date	20/07/15

ASC/ N 0603: Expand service network

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to coordinate and assist in network expansion of dealership and help in increasing the profitability.

ASC/ N 0603: Expand service network

National Occupational Standard

<b>Unit Code</b>	ASC/ N 0603
<b>Unit Title (Task)</b>	Expand service network
<b>Description</b>	This OS unit is about an individual expanding service network and help in increasing profitability.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>identify new network opportunity and prepare the expansion plan including identify new potential channel partners or expanding the through existing channel partners opening service / workshop branches</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Expand service network and increase profitability</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. conduct field survey and potential mapping for network expansion in existing and new locations</p> <p>PC2. identify new channel opportunities and prospective partners</p> <p>PC3. gather information, analyse it and suggest measures to be adopted for expansion of service workshop</p> <p>PC4. coordinate and set up new workshops in line with the objectives of the organisation</p> <p>PC5. develop new standards to enhance the image of the OEM service network</p> <p>PC6. establish a set of general and specific procedures for network expansion,</p> <p>PC7. assist and monitor in enhancing revenues from services for the dealership network</p> <p>PC8. assist &amp; monitor dealership networks for skills enhancement for the service function</p> <p>PC9. promote and give technical demos to the sales function and the dealers for new product launch or service updates</p> <p>PC10. monitor product performance and gather feedbacks and report to management</p> <p>PC11. liaison with various functions of the service and sales department for the smoother operations and accurate information flow between various departments of an OEM regarding any malfunction etc.</p> <p>PC12. issue and prepare the letter of intent</p> <p>PC13. prepare commencement of business plan after issuing the letter of intent</p> <p>PC14. assist and support dealers in upgrading dealer service infrastructure including the up gradation of machinery, tools, build-up area, workforce etc. to impart better customer experience and ensure higher customer satisfaction</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)</b>	The user/individual on the job needs to know and understand:

**ASC/ N 0603: Expand service network**

of the Company/ Organisation and its processes)	<p>KA1. standard operating procedures of the organisation/ dealership</p> <p>KA2. the procedures to be followed to expand service network</p> <p>KA3. organisational and professional code of ethics and standards of practice</p> <p>KA4. 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. how to analyse the market requirements</p> <p>KB2. how to prepare and issue the letter of intent and decide the terms and conditions as per the organisation policy</p> <p>KB3. how to improve the skills deployed in the new network or the older one to provide better customer service and satisfaction. the parameters to be considered are:</p> <ul style="list-style-type: none"> <li>• e learning deployment</li> <li>• technicians trained at plant</li> <li>• mobile training van</li> <li>• service advisor training</li> <li>• supervisor training</li> <li>• assistant works manager training</li> <li>• technician training</li> <li>• ITI(industrial training institutes) adoption &amp; recruitment</li> </ul> <p>KB4. how to improve and check the preparedness for following activities:</p> <ul style="list-style-type: none"> <li>• customer centric activities</li> <li>• new model service preparedness <ul style="list-style-type: none"> <li>• initial parts stocking</li> <li>• manpower training</li> <li>• special tools</li> <li>• retro fitment</li> </ul> </li> </ul> <p>KB5. how to provide the technical expertise on the infrastructure required and the types of machines required to be installed</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>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document survey and other reporting</p> <p>SA2. document and report the progress of network expansion plan</p> <p>SA3. document and report the performance and training requirements</p> <p>SA4. write in at least one language</p>
	<b>Reading skills</b>

**ASC/ N 0603: Expand service network**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read the reports related to performance of dealership</p> <p>SA6. 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>SA7. interact with the dealer to create a positive rapport</p> <p>SA8. interact with dealer about the expansion plans and requirements</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 the dealer profiles and suggest them the network expansion ways</p>
	<b>Plan and Organise</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work assigned on a daily basis</p> <p>SB3. follow up regularly to keep track of services provided</p>
	<b>Customer centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure that potential customer needs and requirements are assessed</p> <p>SB5. ensure that services offered meets the customer satisfaction level</p> <p>SB6. ensure that new product service facilities are available at dealership end</p>
	<b>Problem solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. manage the problems related to service support pertaining to new product and services requirement</p>
	<b>Analytical thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. analyse and asses the performance of the dealer to make improvements and take corrective actions</p>
	<b>Critical thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. evaluate the information gathered from the survey and utilise it to plan and supervise the service support</p>



ASC/ N 0603: Expand service network

## NOS Version Control

NOS Code	ASC/ N 0603		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	20/07/13
		Next review date	20/07/15

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>	<b>ASC/ N 0104</b>
<b>Unit Title (Task)</b>	<b>Manage customer relationship and quality service</b>
<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  PC2. document complete customer requisites and assess them  PC3. deliver and assist in delivering as per the noted requirements  PC4. understand complete customer queries and complaints  PC5. document all customer queries in the prescribed format of the organisation  PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues  PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework  PC8. document feedbacks and reviews from the customers &amp; implement within the framework of the organization  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>B. 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  KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation  KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal  KA4. customer Relationship Management (CRM) related framework provided by the organisation  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>

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

	<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. 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>KB3. documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle</p> <p>KB4. requirements of the customers and suggest delivery accordingly</p> <p>KB5. software or format used to capture for Customer Relationship Management (CRM) within the organisation</p> <p>KB6. software or format such as MS word, excel, PowerPoint and Management Information System (MIS)</p> <p>KB7. 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> <p>KB8. detailed technical and performance specifications of the auto component for various OEM vehicles</p>
<b>Skills (S) w.r.t. the Scope</b>	
<b>Element</b>	<b>Skills</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>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>
	<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</p>

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

<b>D. Professional Skills</b>	OEM and channel partner (Dealership) SA7. read policies and regulations pertinent to the job
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA8. interact with the customers for getting their requirements, queries and feedbacks
	SA9. interact with organisation's internal stakeholders for efficient customer relationship management interact with team members to work efficiently
	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results to choose the best solution and solve problems
	SB2. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand plan:
	SB3. plan work assigned on a daily basis
	SB4. follow up regularly on potential complaints, issues raised by the customer
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB5. ensure that customer needs are assessed and satisfactory service is provided
	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 & conditions mandated by either the OEM or the auto component manufacturer
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB7. analyse all the complaints, queries or issues raised by the customers to either 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

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

	<p><b>Critical thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions</p> <p>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</p>
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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 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

<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>

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	KA9. the purpose and value of being flexible and adapting work plans 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>Customer Centricity</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

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	<b>Analytical Thinking</b>
	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**

National Occupational Standard

Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> <li>interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<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>
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. 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>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the</p>



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

	<p>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>
<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>Customer Centricity</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

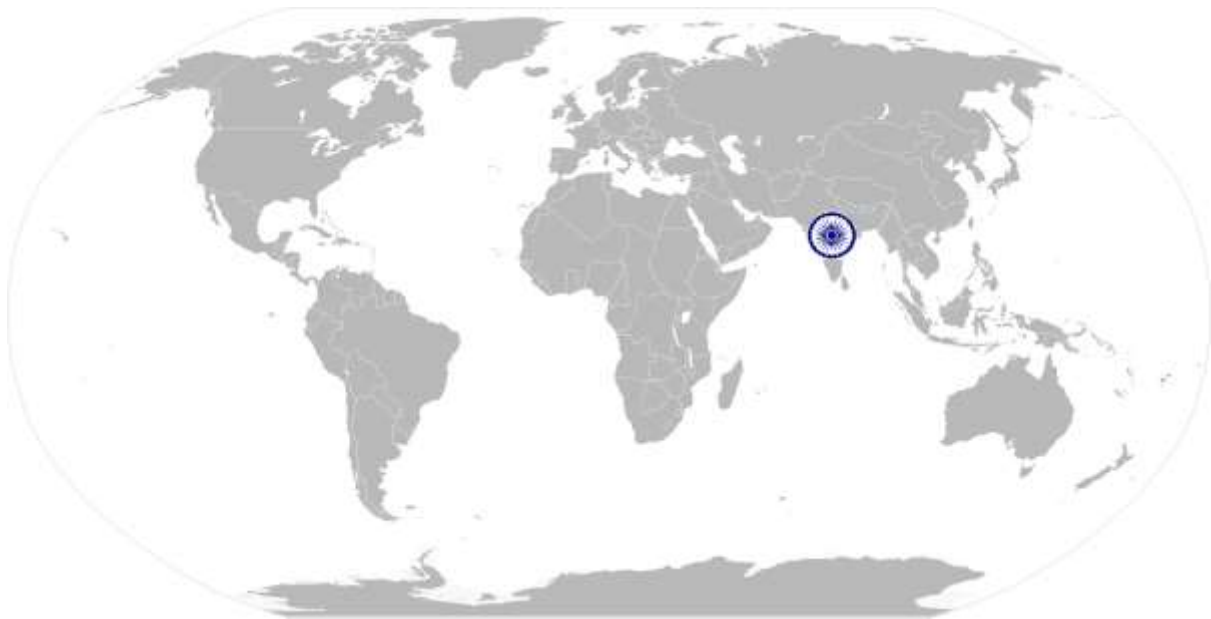
ASC/ N 0002: Work effectively in a team

**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**

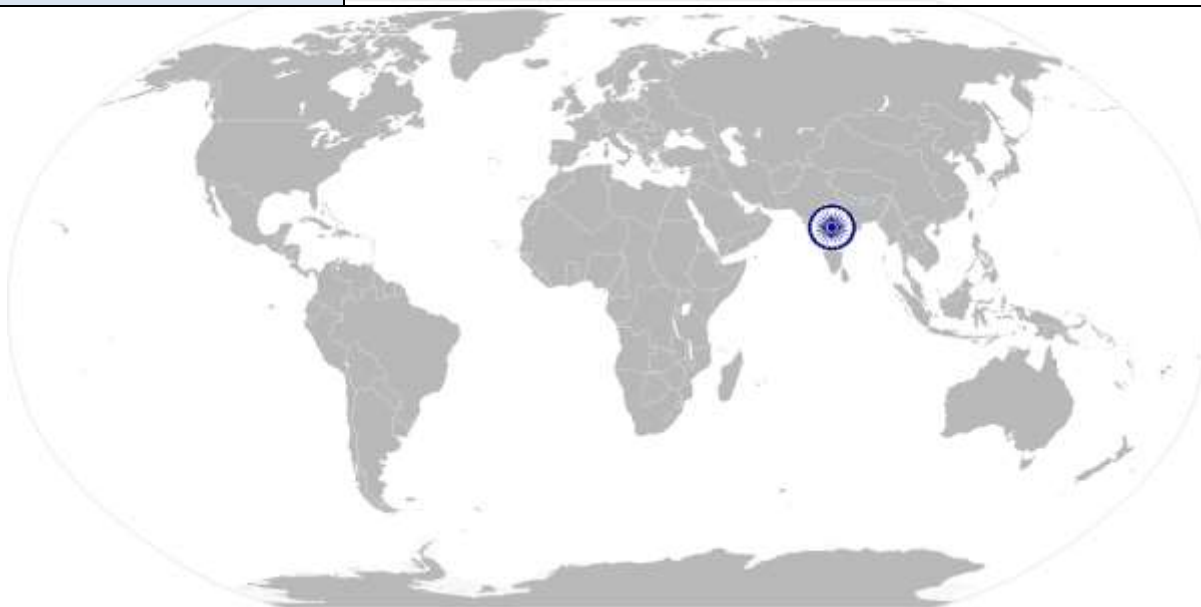
<b>Unit Code</b>	<b>ASC/ N 0003</b>
<b>Unit Title (Task)</b>	<b>Maintain a healthy, safe and secure working environment</b>
<b>Description</b>	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
<b>Scope</b>	<p>This unit/task 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>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<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>
<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. 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>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>Customer Centricity</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



**NOS Version Control**

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

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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

