

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY



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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- Tyre Moulding Operator

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: 1. Tyre

OCCUPATION: Moulding/ Curing

REFERENCE ID: RSC/ Q 0211

Brief Job Description: The tyre moulding operator is responsible for operating the press, load the “green” tyre in the mould and remove the cured tyre from the machine.

Personal Attributes: This job requires the individual to work independently and be comfortable in performing laborious work. He should be result oriented and positive in attitude. The individual must be willing to work in the factory environment.

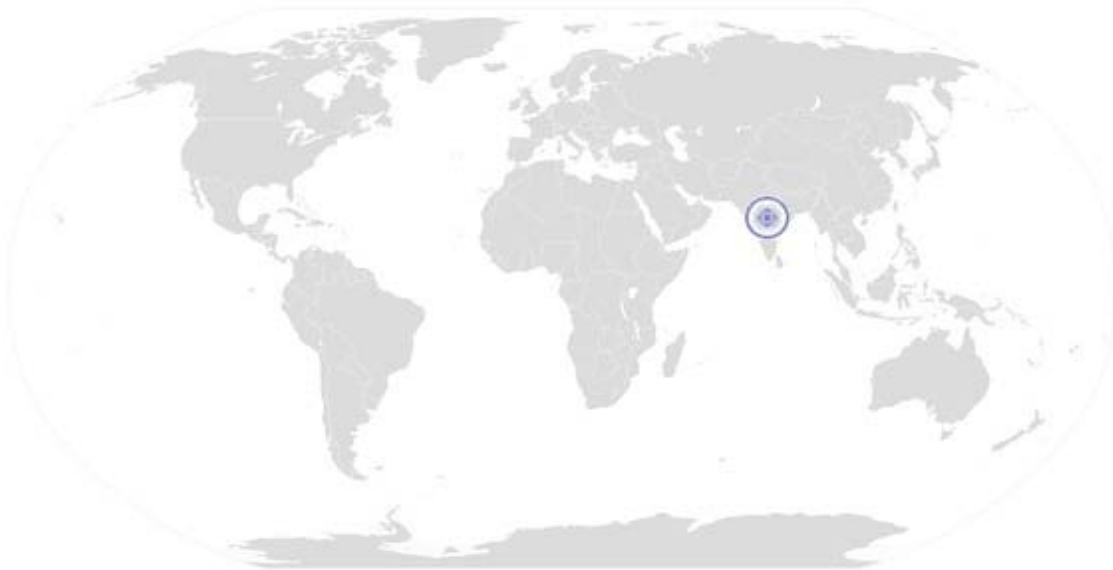
Job Details	Qualifications Pack Code	RSC/ Q 0211		
	Job Role	Tyre Moulding		
	Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
	Sector	Rubber	Drafted on	04/06/13
	Sub-sector	Tyre	Last reviewed on	14/06/13
	Occupation	Moulding/Curing	Next review date	14/06/14

Job Role	Tyre Moulding
Role Description	The tyre moulding operator is responsible for operating the press, load the “green” tyre in the mould and remove the cured tyre from the machine.
NVEQF/NVQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	ITI/Graduate
Training (Suggested but not mandatory)	Training on operation of machinery
Experience	In lieu of minimum qualification the employee has worked as a semi-skilled helper for minimum 6 months in the same role.
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> RSC/ N1101 (Prepare tyre moulding machine) RSC/ N1102 (Perform tyre moulding operation) RSC/ N1103 (Perform post - tyre moulding operation activities) RSC/ N5001 (To carry out housekeeping) RSC/ N5002 (To carry out reporting and documentation) RSC/ N5003 (To carry out quality checks) RSC/ N5004 (To carry out problem identification and escalation) <p>Optional:</p> <ol style="list-style-type: none"> NA
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or 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 OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

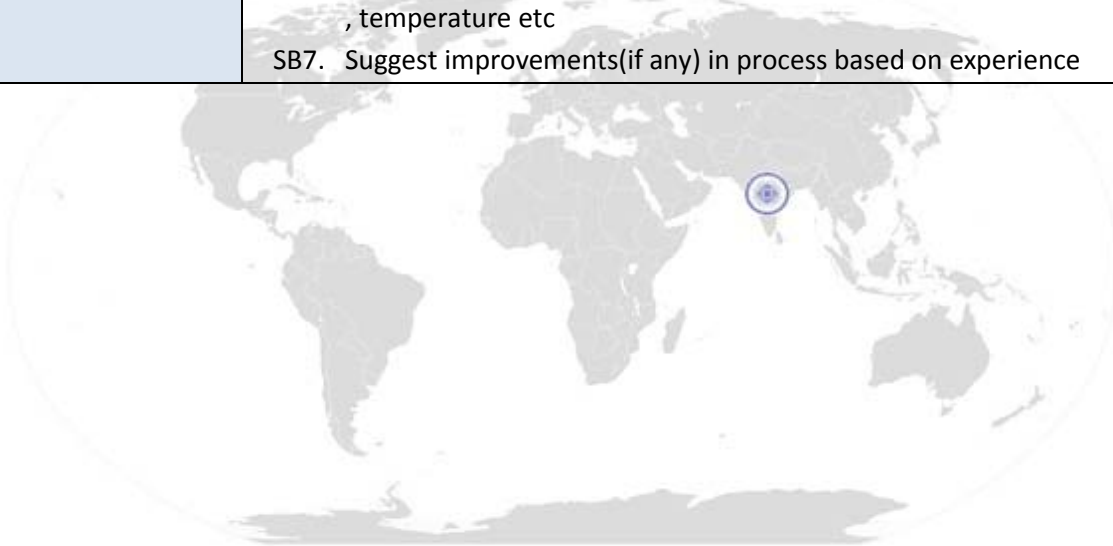
This unit is about preparing the tyre curing press and green tyre for moulding operation

Unit Code	RSC / N 1101
Unit Title (Task)	Prepare tyre moulding machine
Description	This unit is about preparing the tyre curing press and green tyre for moulding / curing operation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare the tyre moulding press • Setting parameters on the moulding press • Preparing the green tyre • Load green tyre into the mould cavity fitted into the press/machine
Performance Criteria (PC) w.r.t. the Scope	
Element	Criteria
Equipment readiness	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure that press is clean</p> <p>PC2. Blow air to remove any condensate and foreign matter in the mould cavity</p> <p>PC3. Select the correct mould and load it properly</p> <p>PC4. Set parameters for the Bag-O-Matic Press (press timer, steam pressure and cure cycle steps) , as per job card</p> <p>PC5. Apply mould release agent appropriately</p> <p>PC6. Warm up the press</p> <p>PC7. Follow equipment preparation process as per company requirements</p> <p>PC8. Ensure that no delays are caused as a result of improper preparation and failure to identify problems</p> <p>PC9. Ensure the mainline gauges and pressures are as per specification</p> <p>PC10. Ensure the calibration status of all measuring equipment and instruments</p>
Raw material appropriateness	<p>PC11. Collect all green tyres required for the batch</p> <p>PC12. Ensure painting of green tyre paintings at inner and outer (if any)</p> <p>PC13. Match the batch code of each green tyre with the batch code on the job schedule given by the planning department</p> <p>PC14. Ensure that each material is in the correct quantity</p> <p>PC15. Ensure, by visual inspection, that green tyre is of desired quality (free of contamination etc.)</p> <p>PC16. Ensure that no delays are caused as a result of improper preparation and failure to identify problems</p>

Health & Safety	<p>PC17. Ensure housekeeping in moulding area</p> <p>PC18. Use hand gloves while working on the moulding press to avoid contact with hot moulds</p> <p>PC19. Ensure that he does not put his hand inside the press while the press is closing</p> <p>PC20. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)</p> <p>PC21. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Operation of Tyre curing Press , both BOM and Platen type</p> <p>KA2. Implications of poorly prepared equipment, power failure etc</p> <p>KA3. Importance of identifying non-conforming material and storage of the same</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Types of documentation in organization and importance of the same</p> <p>KA7. Records to be maintained and implications of non-maintenance of the same</p> <p>KA8. Importance of housekeeping & good shopfloor practices (eg. 3S & 5S)</p> <p>KA9. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA10. Personal protection(Which protective equipment to be used and how)</p> <p>KA11. Impact of poor practices on health, safety and environment</p> <p>KA12. Potential hazards and actions to minimize the same</p> <p>KA13. Escalation matrix and escalation procedure for reporting hazards</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Handling of the Bag-O-Matic Press</p> <p>KB2. Implications of not adhering to sequence of activities and operations</p> <p>KB3. Implications of delays in preparation process</p> <p>KB4. Types of defects leading to rejections.</p> <p>KB5. Potential problems in preparation process</p> <p>KB6. Indicators and reasons of potential problems</p> <p>KB7. Appropriate solutions to the problems encountered</p> <p>KB8. Cleanliness and safety requirements for commencing a tyre moulding operation</p> <p>KB9. Units of measurement</p> <p>KB10. Response to emergencies e.g. Power failures ,fire and system failures</p> <p>KB11. The use of different type of fire extinguishers</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required</p>

	<p>format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading and Understanding Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with</p>

	<p>difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual</p>
B. Professional Skills	<p>Material and Equipment Handling</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle internal mixer, accessories SB2. Handle rubber compound SB3. Handle chemicals SB4. Handling of various types of material handling equipment like forklifts, trolleys SB5. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Diagnose common problems in the machine based on visual inspection, sound, temperature etc SB7. Suggest improvements(if any) in process based on experience</p>

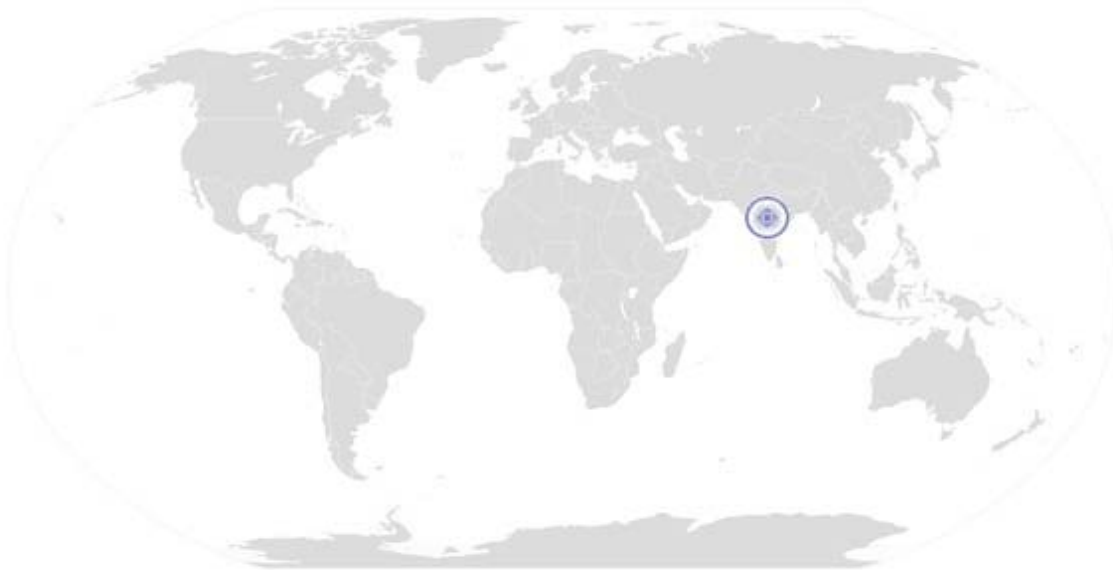


NOS Version Control

NOS Code	RSC / N 1101		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre	Last reviewed on	14/06/13
		Next review date	14/06/14



National Occupational Standard



Overview

This unit is about performing tyre moulding operation activities

National Occupational Standard	Unit Code	RSC / N 1102
	Unit Title (Task)	Perform tyre moulding operation
	Description	This unit is about performing tyre moulding operation
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Operate the machine/press Remove the cured tyre
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Criteria
	Raw material appropriateness	<p>To be competent, the user/individual on the job must be able to :</p> <p>PC1. Ensure, by visual inspection, that green tyre is of desired quality (free of contamination etc.)</p> <p>PC2. Ensure that batch size of green tyre is as per specified quantity</p>
	Operations	<p>PC3. Plan batch sequence in shifts based on raw material availability/rejection to maximize output</p> <p>PC4. Check the green tyre – size, ply rating (PR), inner / outer painting etc</p> <p>PC5. Apply mould release agent , as required</p> <p>PC6. Load the “green” tyre in the mould with Center Post in position (in case of BOM Press)</p> <p>PC7. Place Serial No., PR strip (if any) in the mould cavity at particular location as the case may be</p> <p>PC8. Switch-on the press for cycle operation and ensure that press starts closing correctly</p> <p>PC9. Ensure that bladder starts blowing simultaneously while press is closing ,thus pressing the tyre on the mould wall (in case of BOM Press)</p> <p>PC10. Ensure that cure cycle has correct low, high , hot water and cold water pressure (LPS, HPS, HW & CW)</p> <p>PC11. Drain steam followed by hot water, hold and then cold water (in case of BOM Press/Nylon Carcass).</p> <p>PC12. Ensure that material wastage is within tolerance limits</p> <p>PC13. Ensure that no rework or rejection is generated.</p> <p>PC14. Match the quality of output to company’s product requirements</p> <p>PC15. Meet production quantity targets set for the operation</p> <p>PC16. Follow work instructions as laid down by the company</p>

<p>Health & Safety</p>	<p>PC17. Ensure housekeeping in moulding area PC18. Avoid skin contact with hot tyres and moulds PC19. Handle the hot tyre coming out of the press appropriately PC20. Ensure that he does not put his hand inside the press while the press is closing PC21. Use hand gloves while working on the moulding press PC22. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc) PC23. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand: KA1. Use of instruments to check dimensions etc KA2. Implications of poorly prepared material, power failure etc KA3. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA4. Quality and damage checks to be done and importance of the same KA5. Importance of identifying non-conforming products and storage of the same KA6. Risk and impact of not following defined procedures/work instructions KA7. Escalation matrix for reporting identified issues KA8. Types of documentation in organization and importance of the same KA9. Records to be maintained and implications of non-maintenance of the same KA10. Importance of housekeeping & good shopfloor practices (eg. 3S & 5S) KA11. Health, Safety and Environment guidelines, legislation and regulations as applicable KA12. Personal protection(Which protective equipment to be used and how) KA13. Impact of poor practices on health, safety and environment KA14. Potential hazards and actions to minimize the same KA15. Escalation matrix and escalation procedure for reporting hazards</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. Bag-O-Matic press & its operation(possible setting levels, typical process followed for different batches) KB2. Compression moulding operation KB3. Handling of steam or electrical heating system KB4. State of curing – undercuring and overcuring KB5. Tolerance levels for various parameters (temperature, pressure and weight) KB6. Cleanliness and safety requirements for operating an moulding machine KB7. Troubleshooting for loading/unloading without damaging the product KB8. Effect of improper processing on properties of rubber product KB9. Implications of not adhering to sequence of activities and operations KB10. Implications of delays in production process KB11. The process and importance of quality check ,including visual inspection and</p>

	<p>dimensional checks</p> <p>KB12. Types of defects leading to rejections.</p> <p>KB13. Potential problems in the tyre moulding operation</p> <p>KB14. Indicators and reasons of potential problems</p> <p>KB15. Appropriate solutions to the problems encountered</p> <p>KB16. Impact of poor practices on health, safety and environment</p> <p>KB17. Units of measurement</p> <p>KB18. Response to emergencies e.g. Power failures ,fire and system failures</p> <p>KB19. The use of different type of fire extinguishers</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
Integrity	

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
B. Professional Skills	<p>Material and Equipment Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle internal mixer, accessories</p> <p>SB2. Handle rubber compound</p> <p>SB3. Handle chemicals</p> <p>SB4. Handling of various types of material handling equipment like forklifts, trolleys</p> <p>SB5. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Diagnose common problems in the machine based on visual inspection, sound , temperature etc</p> <p>SB7. Suggest improvements(if any) in process based on experience</p>

NOS Version Control

NOS Code	RSC / N 1102		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre Manufacturing	Last reviewed on	14/06/13
		Next review date	14/06/14



National Occupational Standard



Overview

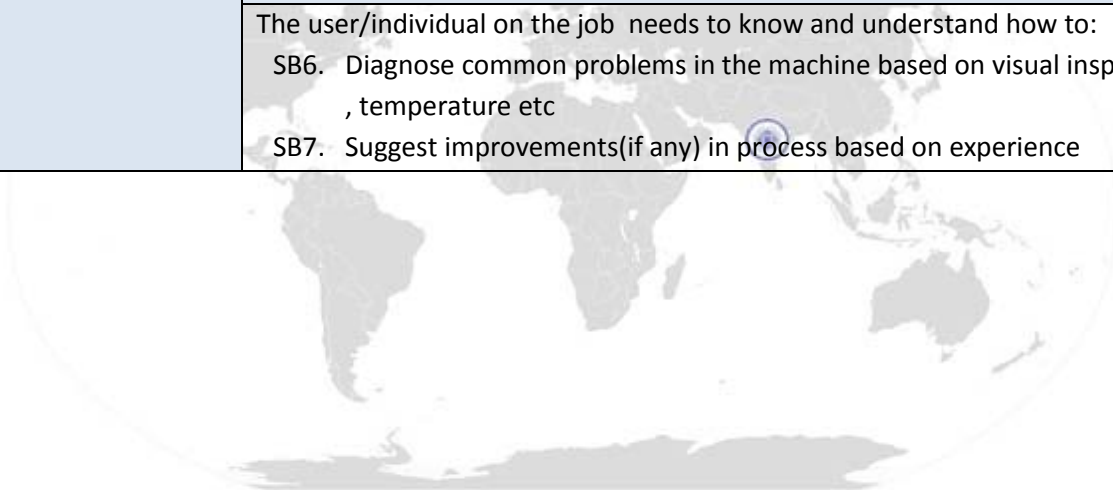
This unit is about performing post - tyre moulding operation activities

Unit Code	RSC / N 1103
Unit Title (Task)	Perform post - tyre moulding operation activities
Description	This unit is about performing post-tyre moulding operation activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Remove the cured tyre from Press Fit the tyre in PCI unit Form appropriate batches Mark the batch for proper identification in further processing
Performance Criteria (PC) w.r.t. the Scope	
Element	Criteria
Operations	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Follow work instructions as laid down by the company</p> <p>PC2. Remove the tyre manually, if on completion of cure cycle, the tyre does not pop up automatically out of the press</p> <p>PC3. Roll the tyre and put on PCI Unit, apply air pressure and cool it for specified time pressure</p> <p>PC4. Inspect tyre for any visual defect</p> <p>PC5. Trim the vents and flashes of the tyre if required</p> <p>PC6. Handover the equipment to the next operator in clean and good condition</p>
Material disposal	<p>PC7. Dispose off waste material as per waste disposal procedures laid down by the company</p> <p>PC8. Carry out disposal of waste material safely</p>
Batch Marking	<p>PC9. Form batch size as per company specifications</p> <p>PC10. Carry out batch marking for the tyres removed out the PCI unit</p> <p>PC11. Carry out batch marking as per instructions laid down by the company (in terms of weight, colour etc).</p>
Sampling	<p>PC12. Send sample of specified product to lab for testing, if warranted</p> <p>PC13. Send sample in specified quantity to lab for testing</p> <p>PC14. Send sample in the specified form to lab for testing</p> <p>PC15. Send the remaining material to the designated storage area</p>
Health & Safety	<p>PC16. Ensure housekeeping in moulding area</p> <p>PC17. Avoid skin contact with hot tyres and other moulds</p> <p>PC18. Handle the hot tyre coming out of the press appropriately</p>

	<p>PC19. Use hand gloves while working on the moulding press</p> <p>PC20. Ensure that he does not put his hand inside the press while the press is closing</p> <p>PC21. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)</p> <p>PC22. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared equipment, power failure etc</p> <p>KA2. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA3. Significance of batch marking</p> <p>KA4. Importance of identifying non-conforming product and storage of the same</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Escalation matrix and procedure for reporting identified problems</p> <p>KA7. Types of documentation in organization and importance of the same</p> <p>KA8. Records to be maintained and implications of non-maintenance of the same</p> <p>KA9. Importance of housekeeping & good shopfloor practices (eg. 3S & 5S)</p> <p>KA10. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA11. Personal protection(Which protective equipment to be used and how)</p> <p>KA12. Potential hazards and actions to minimize the same</p> <p>KA13. Impact of poor practices on health, safety and environment</p> <p>KA14. Escalation matrix and procedure for reporting hazards</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Implications of not adhering to sequence of activities and operations</p> <p>KB2. Batch marking techniques</p> <p>KB3. Implications of incorrect batch marking</p> <p>KB4. Implications of inappropriate waste disposal</p> <p>KB5. Type of defects leading to rejections.</p> <p>KB6. Indicators and reasons of problems encountered</p> <p>KB7. Units of measurement</p> <p>KB8. Colour and colour coding</p> <p>KB9. Responding to emergencies e.g. Power failures ,fire and system failures</p> <p>KB10. Use of instruments to check dimensions etc</p> <p>KB11. The use of different type of fire extinguishers</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p>

	SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company
	SA3. Write simple letters, mails, etc
	SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to:
	SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc
	SA6. Read images, graphs, diagrams
	SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
SA8. Express statements, opinions or information clearly so that others can hear and understand	
SA9. Respond appropriately to any queries	
SA10. Communicate with supervisor	
SA11. Communicate with upstream and downstream teams	
SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)	
Integrity	
The user/individual on the job needs to know and understand how to:	
SA13. Practice honesty with respect to company property and time	
SA14. Communicate with people in a form and manner and using language that is open and respectful	
SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust	
Motivation	
The user/individual on the job needs to know and understand how to:	
SA16. Take responsibility for completing one's own work assignment	
SA17. Take initiative to enhance/learn skills in ones's area of work	
SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.	
SA19. Is open to new ways of doing things	
SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.	
Reliability	

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>
<p>B. Professional Skills</p>	<p>Material and Equipment Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle internal mixer, accessories</p> <p>SB2. Handle rubber compound</p> <p>SB3. Handle chemicals</p> <p>SB4. Handling of various types of material handling equipment like forklifts, trolleys</p> <p>SB5. The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p>
	<p>Analytical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Diagnose common problems in the machine based on visual inspection, sound , temperature etc</p> <p>SB7. Suggest improvements(if any) in process based on experience</p>	



NOS Version Control

NOS Code	RSC / N 1103		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre	Last reviewed on	14/06/13
		Next review date	14/06/14



National Occupational Standard



Overview

This unit is about carrying out housekeeping

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
Operations	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p>

	<p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
General	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p>

	<p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading and Understanding Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with</p>

	<p>difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual</p>
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NOS Version Control

NOS Code	RSC / N 5001		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	14/06/13
		Next review date	14/06/14



National Occupational Standard



Overview

This unit is about reporting and documentation

To carry out reporting and documentation

National Occupational Standard

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
Recording and Documentation	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately an appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
Information Security	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
Knowledge and Understanding (K)	
B. Technical knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed</p>

To carry out reporting and documentation

	<p>timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity

To carry out reporting and documentation

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>

NOS Version Control

NOS Code	RSC / N 5002		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	14/06/13
		Next review date	14/06/14



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National Occupational Standard



Overview

This unit is about carrying out quality checks

National Occupational Standard	Unit Code	RSC / N 5003
	Unit Title (Task)	To carry out quality checks
	Description	This unit is about carrying out quality control activities
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Carrying out quality checks to identify problems • Take corrective actions • Reporting the results
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Inspection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure that total range of checks are regularly and consistently performed</p> <p>PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required</p>
	Analysis	<p>PC3. Identify non-conformities to quality assurance standards</p> <p>PC4. Identify potential causes of non-conformities to quality assurance standards</p> <p>PC5. Identify impact on final product due to non-conformance to company standards</p> <p>PC6. Evaluating the need for action to ensure that problems do not recur</p> <p>PC7. Suggest corrective action to address problem</p> <p>PC8. Review effectiveness of corrective action</p>
	Reporting	<p>PC9. Interpret the results of the quality check correctly</p> <p>PC10. Take up results of the findings with QC in charge/appropriate authority.</p> <p>PC11. Take up the results of the findings within stipulated time</p> <p>PC12. Record of results of action taken</p> <p>PC13. Record adjustments not covered by established procedures for future reference</p> <p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>
	Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of quality control procedures</p> <p>KB2. Relevance and importance of activities and how they contribute to the</p>	

	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>	

	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one’s own work assignment SA17. Take initiative to enhance/learn skills in ones’s area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

NOS Version Control

NOS Code	RSC / N 5003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	14/06/13
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National Occupational Standard



Overview

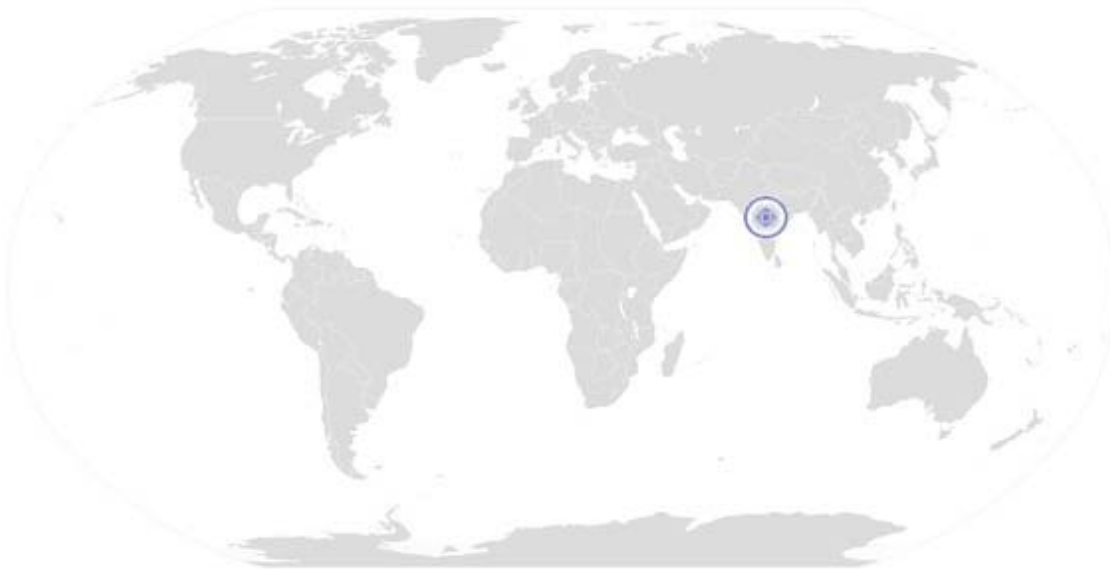
This unit is about problem identification and escalation

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify problems across: <ul style="list-style-type: none"> - Raw materials - Compounds - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner</p>

	<p>PC15. Monitor corrective action</p> <p>PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
<p>Problem Escalation</p>	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories(if applicable)</p> <p>KB3. The impact of operations on the user and equipment(if applicable)</p> <p>KB4. The impact of operations on the final product (if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p>

	SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment

	SA24. Be punctual
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NOS Version Control

NOS Code	RSC / N 5004		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/13
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/06/13
		Next review date	14/06/14

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