



## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY

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### Introduction

#### Qualifications Pack: Production QC In-charge

**SECTOR: PAINTS AND COATINGS**

**SUB-SECTOR: MANUFACTURING**

**OCCUPATION: Production**

**REFERENCE ID: PCS/Q0505**

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

Also called as Inline QC In-charge, the Production QC In-charge is responsible for checking quality of the intermediate products during the production process of paints to ensure that the end product is as per company's or customer's specifications.

**Brief Job Description:** The individual at work sample checks the intermediate products during the production process with specific tests as well as visually to ensure the end product is as per company's or customer's specifications

**Personal Attributes:** The job requires the individual to have: good physical strength, ability to work in paint-redolent environment, attention to details, good eyesight, and command over test equipment and procedures

### 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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Job Details

Qualifications Pack Code	PCS/Q0505		
Job Role	Production QC In-charge		
Credits(NSQF)	TBD	Version number	1.0
Sector	Paints and Coatings	Drafted on	17/02/16
Sub-sector	Manufacturing	Last reviewed on	31/03/16
Occupation	Production - Powder Coating	Next review date	31/03/18
NSQC Clearance on	NA		

Job Role	Production QC In-charge Also known as Inline QC In-charge
Role Description	Checking quality of the intermediate products during the production process of paints to ensure that the end product is as per company's or customer's specifications
NSQF level	5
Minimum Educational Qualifications	12 <sup>th</sup> standard
Maximum Educational Qualifications	Graduate in chemistry
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 5 years as Quality In-charge raw material and finished goods
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">PCS/N0501 Check inline production quality</a></li> <li><a href="#">PCS/N9901 Coordinate with colleagues and customers</a></li> <li><a href="#">PCS/N9902 Maintain standards of product/ service quality</a></li> <li><a href="#">PCS/N9903 Maintain OH&amp;S standards and follow environmental norms</a></li> <li><a href="#">PCS/N9904 Maintain IPR of organisation and customer</a></li> </ol> <p><b>Optional:</b></p> <ol style="list-style-type: none"> <li>NA</li> </ol>
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Production QC In-charge

Definitions

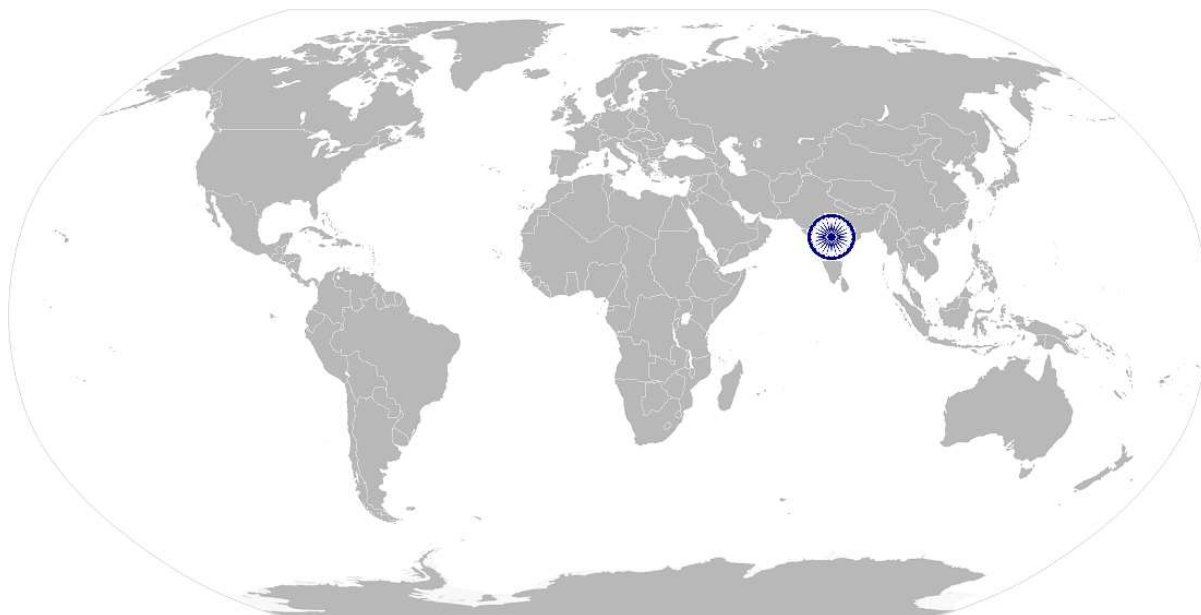
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
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.

*Qualifications Pack For Production QC In-charge*

Acronyms

Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources
TBD	To be done

# National Occupational Standard



## Overview

This unit is about performing quality check on the intermediate products during the production process with specific tests as well as visually to ensure the end product is as per company's or customer's specifications

PCS/N0501

Check inline production quality

Unit Code	PCS/N0501
Unit Title (Task)	Check inline production quality
Description	This OS unit is about performing quality check on the intermediate products during the production process with specific tests as well as visually to ensure the end product is as per company's or customer's specifications
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Understand the process work or doc-sheet</li> <li>Perform production QC for liquid paint</li> <li>Perform production QC for powder paint</li> <li>Complete the QC process</li> <li>Document the results</li> </ul> <p><b>Range statement:</b> Paint quality testing tools</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the process sheet	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive the process doc-sheet from the shift in-charge or production supervisor</p> <p>PC2. understand the overall process flow</p> <p>PC3. understand the instances where the production QC has to be performed</p> <p>PC4. understand the quantities of intermediate products that need to be checked</p> <p>PC5. understand the quality check process and its impact on production</p>
Performing production QC for liquid paints	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. read the customer's and company's doc sheet</p> <p>PC7. perform the quality check as specified</p> <p>PC8. weigh the appropriate quantities of the intermediate products using the appropriate aids and equipment like scales, gloves, etc</p> <p>PC9. check if there is uniform dispersion</p> <p>PC10. check the viscosity of the mix</p> <p>PC11. check for fineness using appropriate tools like Hegmann guage</p> <p>PC12. perform any other tests in line with customer and company requirement</p> <p>PC13. visually check the intermediate products for conformance to fidelity</p> <p>PC14. adhere to the timelines</p> <p>PC15. ensure the overall production process is not interrupted by the tests</p> <p>PC16. comply with quality standards of the company</p> <p>PC17. implement process control techniques and procedures for manufacturing</p> <p>PC18. manage improvement in quality over time</p> <p>PC19. work with a cross functional teams like mixing, grinding, etc</p> <p>PC20. replace the excess intermediate products in the appropriate locations</p>
Performing production QC for powder paints	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. read the customer's and company's doc sheet</p> <p>PC22. perform the quality check as specified</p>



**PCS/N0501**

**Check inline production quality**

	<p>PC23. weigh the appropriate quantities of the intermediate products using the appropriate aids and equipment like scales, gloves, etc</p> <p>PC24. check for the pattern</p> <p>PC25. check the curing time</p> <p>PC26. perform any other tests in line with customer and company requirement</p> <p>PC27. visually check the intermediate products for conformance to purity</p> <p>PC28. adhere to the timelines</p> <p>PC29. ensure the overall production process is not interrupted by the tests</p> <p>PC30. comply with quality standards of the company</p> <p>PC31. implement process control techniques and procedures for manufacturing</p> <p>PC32. manage improvement in quality over time</p> <p>PC33. Work with cross functional teams like extrusion, grinding, etc</p> <p>PC34. replace the excess intermediate products in the appropriate locations</p>
<b>Completing the QC process</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC35. Identify if there are any deviations from expected outcomes and inform the same to production/ shift in-charge</p> <p>PC36. provide technical assistance as needed to prevent recurrence of the complaints and issues</p> <p>PC37. identify process improvement opportunities and implement the changes</p> <p>PC38. paste stickers such as quality check passed or okay on the test batch</p> <p>PC39. highlight and return the defective batches to the respective departments, in case of any deviations</p> <p>PC40. give the 'go-ahead' for the quality check passes batch to further processes in production</p>
<b>Documenting the results</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC41. understand the associated documentation procedures</p> <p>PC42. record the production QC findings appropriately</p> <p>PC43. file the documentations for any future references</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policy and work instructions on quality standards,</p> <p>KA2. company's personnel management and incentives rules</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> <p>KA5. occupational health and safety standards</p> <p>KA6. production area layout and quality standards</p> <p>KA7. quality check parameters and tests</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. overall powder paint manufacturing process</p> <p>KB2. overall liquid paint manufacturing process</p> <p>KB3. basic properties of various resins, additives and other chemicals used</p> <p>KB4. material handling</p> <p>KB5. usage of protective gear like gloves, ladles, etc while taking sample</p> <p>KB6. various tests for powder and liquid paints</p> <p>KB7. implication the tests on the end product</p>



**PCS/N0501**

**Check inline production quality**

	<p>KB8. customer specifications</p> <p>KB9. typical test outcomes</p> <p>KB10. typical causes for deviations in results</p> <p>KB11. using test equipment like gauges, etc</p> <p>KB12. sample disposal techniques</p> <p>KB13. sampling techniques</p> <p>KB14. quality system requirements and standards</p> <p>KB15. quality assurance methods</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read company's work instructions, docs and quality policy</p> <p>SA2. to read instruction manuals</p> <p>SA3. industry updates on key tests</p>
	<b>Writing Skills</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA4. to maintain the record as per company's policy</p> <p>SA5. to document test results</p> <p>SA6. to note down details of sample taken for a testing a particular batch</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 shift in-charge or production supervisor for smooth workflow</p> <p>SA8. convey process related concerns and work status in time for shift in-charge or production supervisor in professionally acceptable language</p> <p>SA9. interact with other team members in the production area in order to achieve time and quality related targets smoothly</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to do the production QC in the right instances in the liquid and powder paint processes</p> <p>SB2. to take the right quantities of sample for the QC process</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB3. to schedule the sequence of production QC</p> <p>SB4. to arrange for materials, tools, logistics, machines and required to do the work</p> <p>SB5. to communicate to persons involved in the process as per company's standards</p> <p>SB6. to carry necessary documents as per company's standards</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. ensure the completion of work as per the process sheet to adhere to customer</p>





PCS/N0501

Check inline production quality

	expectation
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB8. resolve work related problems in the powder paint production process by effective communication or escalating to superior SB9. manage any minor process deviation during the QC procedure
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB10. interpret process sheet SB11. manage the preparation process so that the production QC may be done in line with process requirements SB12. improve work process to optimise time
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB13. flag process deviation or delays SB14. achieve specified productivity standards



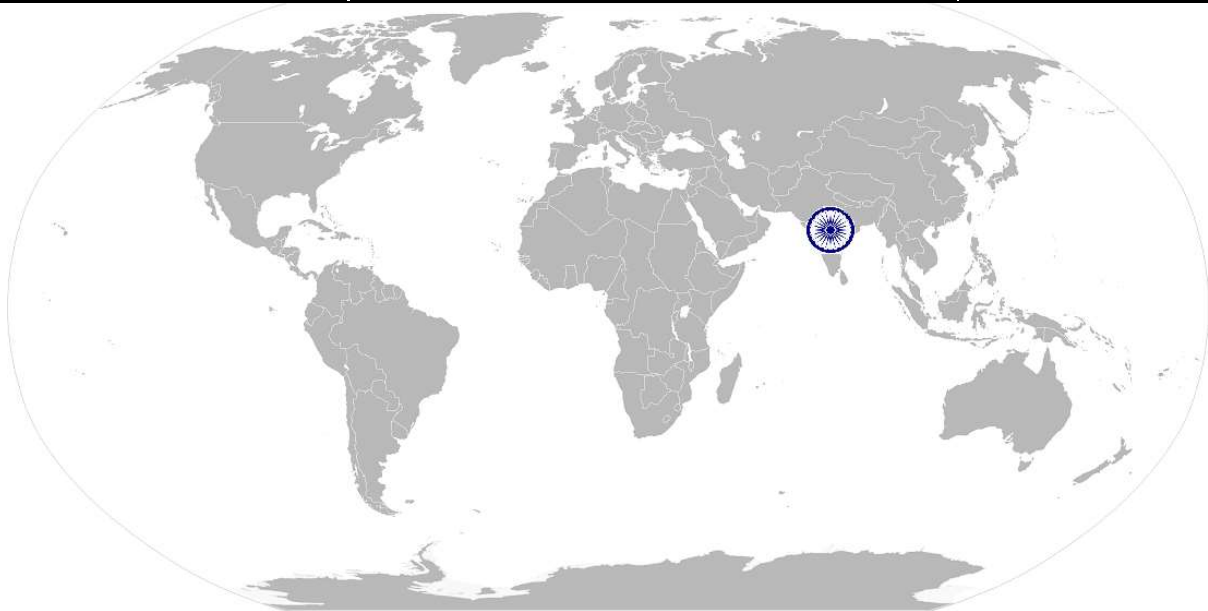


PCS/N0501

Check inline production quality

## NOS Version Control

NOS Code	PCS/N0501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing	Last reviewed on	31/03/16
Occupation	Production	Next review date	31/03/18





# National Occupational Standard



## Overview

This unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow.



PCS/N9901

Coordinate with colleagues and/ or customers

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N9901</b>
<b>Unit Title (Task)</b>	<b>Coordinate with colleagues and/or customers</b>
<b>Description</b>	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact with superior</li> <li>• Communicate with colleagues</li> <li>• Communicate effectively with customers, if required</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interacting with superior</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
<b>Communicating with colleagues</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance</p>
<b>Communicating effectively with customers, if required</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly on potential costs and hazards</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p>

PCS/N9901

Coordinate with colleagues and/ or customers

	<p>PC24. ensure the appropriate language and tone are used with customers</p> <p>PC25. listen actively and have a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address or escalate their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, apps, etc.</p> <p>PC35. develop good rapport with the customers and promote other products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational</b></p> <p><b>Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p> <p>KA6. occupational health and safety standards</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p> <p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents?</p> <p>KB4. how to use computer or smartphone to communicate effectively and productively?</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening and talking</p> <p>KB8. effective use of voice tone and pitch for communication</p> <p>KB9. how to demonstrate ethics and convey discipline to the customers?</p>

PCS/N9901

Coordinate with colleagues and/ or customers

	KB10. how to build effective working relationship with mutual trust and respect within the team KB11. importance of dealing with grievances effectively and in time
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to job requirement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with superior to achieve smooth workflow SA6. communicate effectively with the customers to build a good rapport with them SA7. use language that the customer or colleague understands SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems SA9. E-mail and use Internet for communicating SA10. use of audio-visual aids to communicate complex issues
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. spot and communicate potential areas of disruptions to work process and report the same SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB3. plan communication strategy in order to avoid conflicts and work disruption
<b>B. Professional Skills</b>	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. practice patient listening, careful talking and paraphrasing in order to avoid misunderstanding
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB5. coordinate with different departments and multi-task as necessary SB6. contribute to quality of team work and achieve smooth workflow SB7. share work load as required

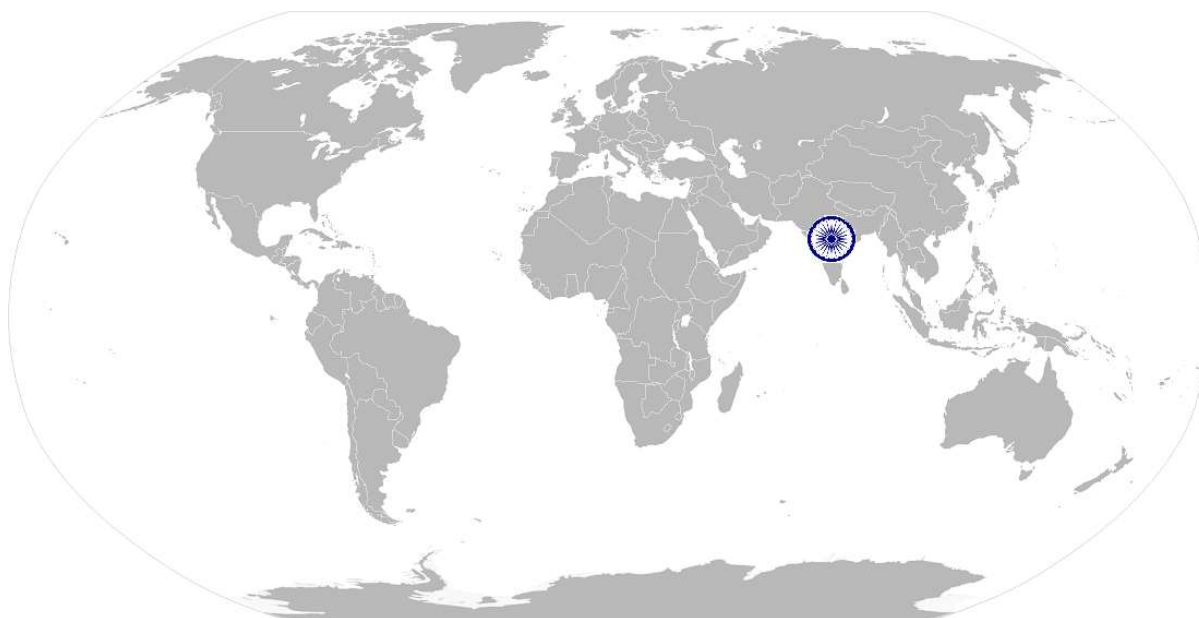




PCS/N9901

Coordinate with colleagues and/ or customers

	SB8. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB9. resolve recurring inter-personal conflicts by clear and two-way dialogue
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB10. improve work processes by interacting with others and adopting best practices





PCS/N9901

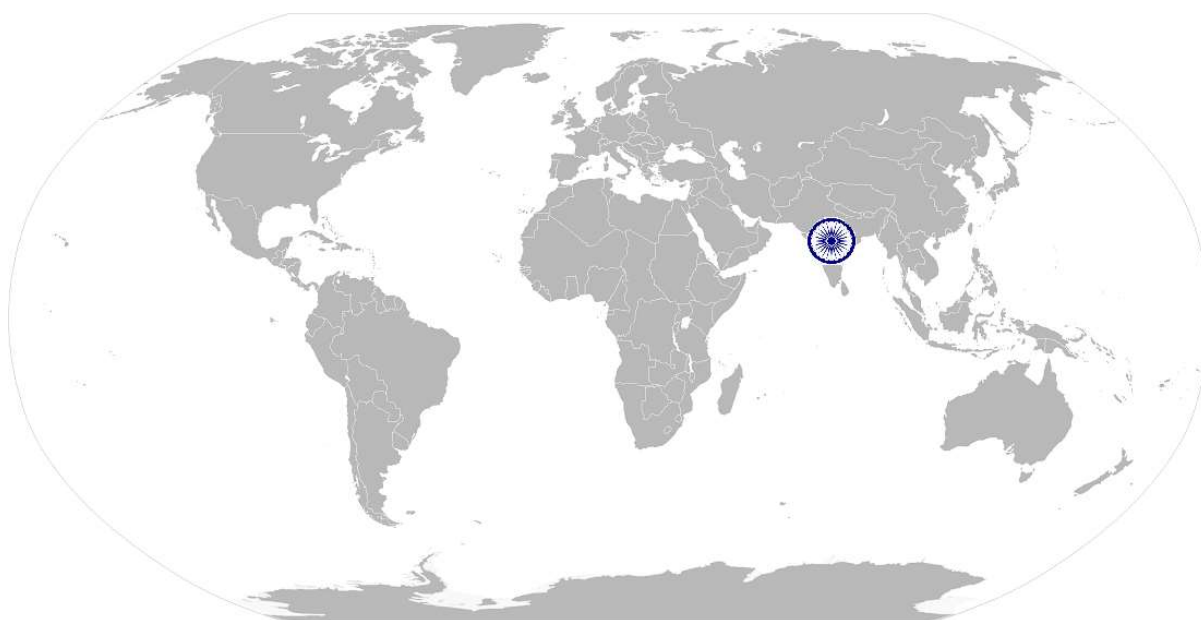
Coordinate with colleagues and/ or customers

## NOS Version Control

NOS Code	PCS/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Production	Next review date	31/03/18



# National Occupational Standard



## Overview

This unit is about understanding accepted levels of standards of product quality or customer service and executing the designated work in a manner that results in 100% satisfaction.

PCS/N9902

Maintain standards of product/service quality

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N9902</b>
<b>Unit Title (Task)</b>	<b>Maintain standards of product/ service quality</b>
<b>Description</b>	This OS unit is about understanding accepted levels of standards of product quality or customer service and executing the designated work in a manner that results in 100% satisfaction.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Engage with superior or customers to understand their product/service quality requirements</li> <li>Achieve 100% satisfaction for given quality</li> <li>Work to fulfil end-customers's expectations</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Engaging with superior or customers to understand product/ service quality requirements</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their product/ service quality requirements as defined by the company</p> <p>PC3. receive superior's/ customer feedback from regularly</p> <p>PC4. aim to build a good connect with the customers through quality product/ service</p> <p>PC5. keep tab on frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures</p> <p>PC8. demonstrate quality orientation at all level</p> <p>PC9. aim to gain their long lasting loyalty through satisfaction</p>
<b>Achieving 100% customer satisfaction for given quality</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. ensure 100% customer satisfaction via product/ service quality</p> <p>PC11. treat the customers fairly and with due respect</p> <p>PC12. focus on executing company's marketing strategies and product development needs</p> <p>PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards</p>
<b>Fulfilling customer requirement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. ensure that customer expectations are met</p> <p>PC15. learn to read customers' needs and wants</p> <p>PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC17. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC18. maintain close contact with the customers and focus groups</p>

PCS/N9902

**Maintain standards of product/ service quality**

	<p>PC19. offer promotions to improve product satisfaction level to the customers periodically</p> <p>PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's quality standards policy</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy for quality compliance</p> <p>KA5. company's end-customer profile</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of maintaining or enhancing company's quality standards</p> <p>KB2. significance of treating the customers with respect and professional way</p> <p>KB3. different types of parameters tested for quality</p> <p>KB4. test pass/ fail criteria and acceptable tolerance levels</p> <p>KB5. equipment used for quality tests</p> <p>KB6. importance of gaining customer loyalty</p> <p>KB7. methods of engaging with the customers effectively and professionally, for customer facing activities</p> <p>KB8. ways to improve company's customer satisfaction rating</p> <p>KB9. prevailing market standards of customer satisfaction</p> <p>KB10. standard operating procedure (SOP)</p> <p>KB11. the variety of common and unscheduled requests to expect in customer facing activities</p> <p>KB12. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace about quality standards</p> <p>SA2. read notes/comments from the supervisor</p> <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to one's role in customer satisfaction</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p>

PCS/N9902

**Maintain standards of product/ service quality**

	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to achieve quality standards</p> <p>SA5. communicate effectively with customers in field jobs</p> <p>SA6. engage with customer to understand their expectations in field jobs</p> <p>SA7. company standards and effectiveness improvements pattern</p> <p>SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</p> <p>SA9. use Internet for updating on current quality related practices</p> <p>SA10. use of audio-visual aids to communicate recurring quality concerns</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to spot and when to report potential areas of recurring quality concerns</p> <p>SB2. how to address the complaints and handle the dissatisfied the customers</p>
	<b>Plan and Organize</b>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to plan workflow to achieve/ deliver 100% quality in the given time and with given equipment</p>
	<b>Customer Centricity</b>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB4. how to earn full customer loyalty</p>
	<b>Problem Solving</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. coordinate with different departments in order to service the customer better</p> <p>SB6. contribute to quality of team work and achieve smooth workflow</p> <p>SB7. share work load as required</p>
	<b>Analytical Thinking</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB8. communicate new product quality standards to different stakeholders in the market and train colleagues for quality, if required</p>
	<b>Critical Thinking</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. improve work processes by interacting with customers and adopting best practices</p> <p>SB10. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service</p> <p>SB11. act upon constructively on any problems as pointed by customers</p> <p>SB12. handle personality clashes effectively</p>

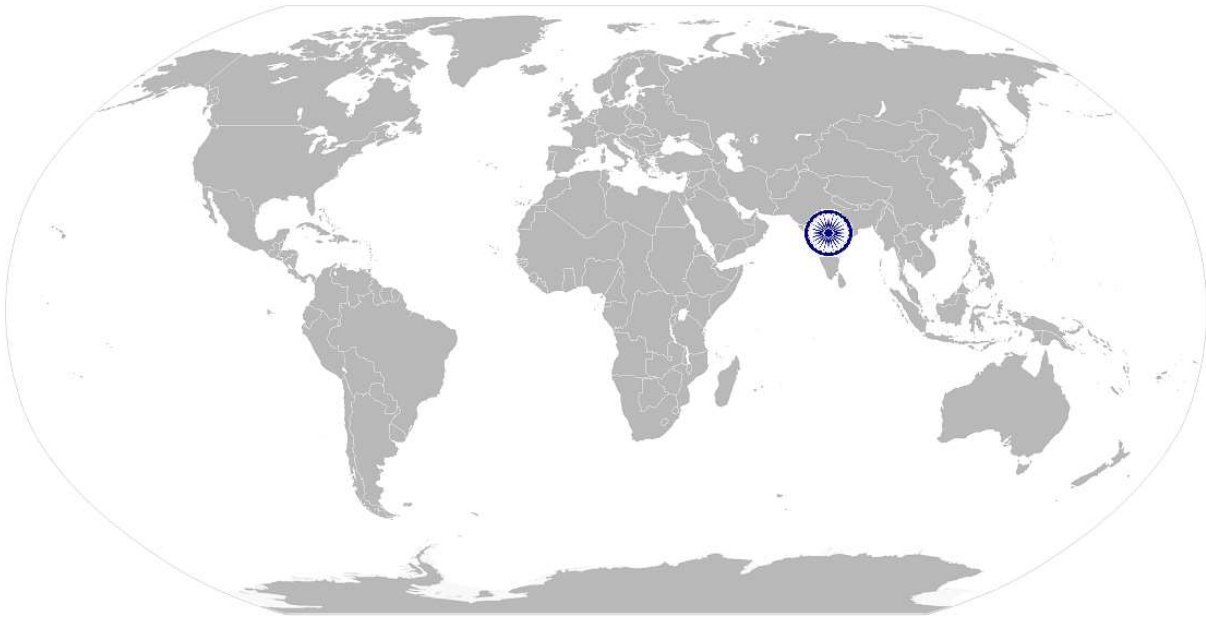


PCS/N9902

Maintain standards of product/ service quality

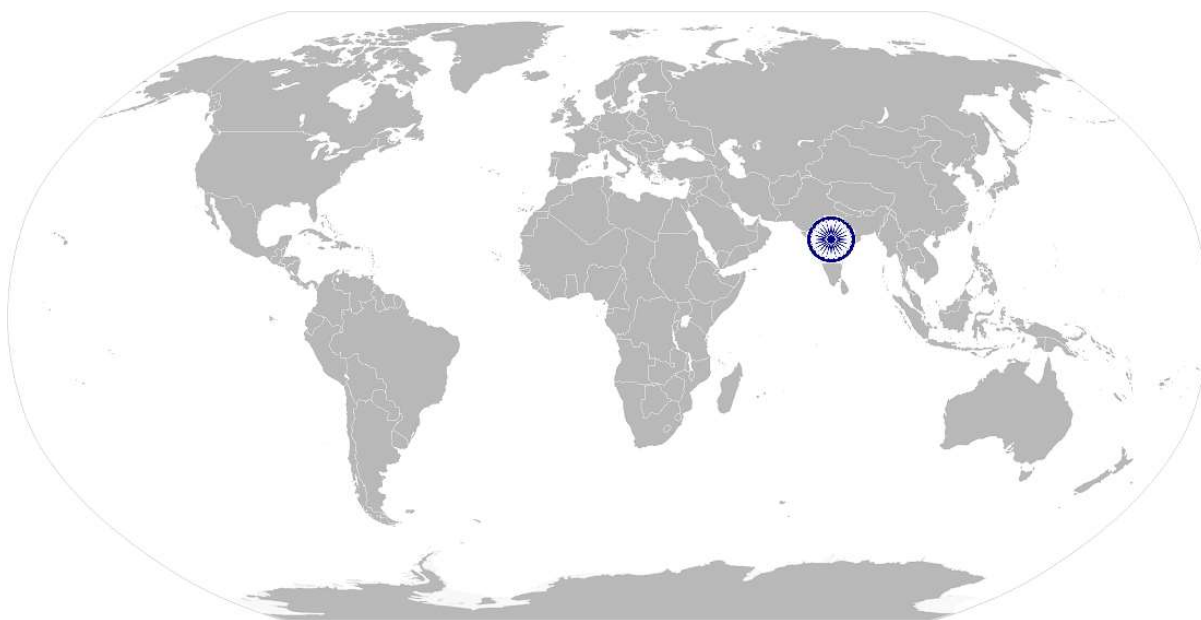
## NOS Version Control

NOS Code	PCS/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Production	Next review date	31/03/18





# National Occupational Standard



## Overview

This unit is about complying with workplace health, hygiene, safety and environmental standards to have a hazard-free environment and avoid downtime. It is also about following government laid norms for waste treatment and disposal.

PCS/N9903 Maintain OH&S standards and follow environmental norms

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N9903</b>
<b>Unit Title (Task)</b>	<b>Maintain OH&amp;S standards and follow environmental norms</b>
<b>Description</b>	This OS unit is about complying with workplace health, hygiene, safety and environmental standards to have a hazard-free environment and avoid downtime. It is also about following government laid norms for waste treatment and disposal
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Take precautionary measures to avoid work hazards and environmental damage</li> <li>• Follow standard health, safety and environmental policies and procedures</li> <li>• Use safety tools and/ or personal protective equipment</li> <li>• Achieve health, safety and environmental standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Taking precautionary measures to avoid health, safety and environmental hazards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various health, safety and environmental hazards in the work areas</p> <p>PC2. take necessary steps to eliminate or minimize the hazards</p> <p>PC3. analyze the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p> <p>PC7. dispose waste in the designated areas safely as per company's policies and rules</p> <p>PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours</p> <p>PC9. avoid dumping unused cans to safeguard the environment</p>
<b>Following standard health, safety and environmental policies and procedure</b>	<p>To be competent, the user/individual must be able to:</p> <p>PC10. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC11. practice correct emergency procedures</p> <p>PC12. check and review the storage areas frequently</p> <p>PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC14. ensure to be safe while handling materials, tools, acids, chemicals, equipment, etc.</p> <p>PC15. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC16. ensure safe techniques while moving furniture and fixtures</p> <p>PC17. ensure to reduce risk of injury from use of electrical tools</p> <p>PC18. read the manufacturer's manual carefully before use of any equipment</p> <p>PC19. unplug the electrical equipment before performing maintenance</p> <p>PC20. keep the floors free from oil, water and grease to avoid slippery surface</p> <p>PC21. use rubber mats in the places where floors are constantly wet</p> <p>PC22. ensure safety from injuries of cuts to loss of fingers, while handling sharp</p>

PCS/N9903

**Maintain OH&S standards and follow environmental norms**

	<p>hazardous tools and equipment</p> <p>PC23. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC25. practice ergonomic lifting, bending, or moving equipment and supplies</p> <p>PC26. identify the requirement for maintaining environmental norms</p> <p>PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards</p> <p>PC28. follow company policies and rules regarding use of hazardous materials to avoid health, safety and environmental impacts caused by them</p>
<b>Using safety tools or Personal Protective Equipment</b>	<p>To be competent, the user/individual must be able to:</p> <p>PC29. ensure the employees have access to first aid kit when needed</p> <p>PC30. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC31. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC32. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.</p>
<b>Achieving health, safety and environmental standards</b>	<p>To be competent, the user/individual must be able to:</p> <p>PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace</p> <p>PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.</p> <p>PC38. ensure zero accident at workplace</p> <p>PC39. adhere to safety standards and ensure no material damage</p> <p>PC40. take necessary action and correct any environmental hazards caused</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on health, safety and environmental procedures at the workplace</p> <p>KA2. company's reporting structure</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health, safety and environmental standards.</p>

PCS/N9903

**Maintain OH&S standards and follow environmental norms**

<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. the purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB2. use of first aid at workplace</p> <p>KB3. significance of accidental risks to the worker and productivity loss</p> <p>KB4. reporting procedure or heirarchy for signs of damage and potential hazards</p> <p>KB5. methods to minimize accidental risks</p> <p>KB6. safe handling of chemicals, acids, etc. for cleaning</p> <p>KB7. material handling procedure</p> <p>KB8. standard operating procedure for safety drills and equipment maintenance</p> <p>KB9. precautionary activities to be followed for work place safety</p> <p>KB10. operation of tools and electrical equipment</p> <p>KB11. emergency procedures to be followed in case of an mishap such as fire, accidents, etc.</p> <p>KB12. government and company's environmental norms</p> <p>KB13. solid, liquid and gaseous waste disposal, treatment norms and equipment</p> <p>KB14. necessary action to be taken for the hazards identified</p> <p>KB15. methods to minimize environmental hazards</p> <p>KB16. precautionary activities to be followed to minimize environmental impacts</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret the relevant organisation policies, procedures and diagrams that identify health, safety and safe environmental practices.</p> <p>SA2. read job sheets, company policy documents and information displayed at the workplace for health, safety and environment.</p> <p>SA3. read notes/comments from the supervisor</p> <p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. fill up documentation related to health, safety and environmental standards, if required</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. verbally report health, safety and environmental hazards and poor organisation practice.</p> <p>SA6. communicate to the supervisor about the work health, safety and environmental issues</p> <p>SA7. receive instructions from supervisor on minimizing the risks</p> <p>SA8. communicate with co-workers about the precautions to be taken for hazards free work</p>



PCS/N9903

**Maintain OH&S standards and follow environmental norms**

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. take preventive measures for the identified hazards SB2. select appropriate hand tools and personal protection equipment SB3. identify first aid needs in case of an injury
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. incorporate elements of health, safety and environment in daily work practices
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB5. ensure targeted product/ service delivery by practicing stipulated standards of occupational health safety and environmental measures
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB6. take care of personal and equipment protection SB7. identify the hazards and suggest possible solutions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. use safety equipment such as fire extinguisher during fire accidents SB9. store chemicals and tools in a safe way SB10. use tools and equipment without causing any injury to fellow workers SB11. analyse the seriousness of the hazards
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. evolve smooth workflow by avoiding hazards at workplace SB13. evaluate and apply the possible solutions for the hazards, as necessary



PCS/N9903

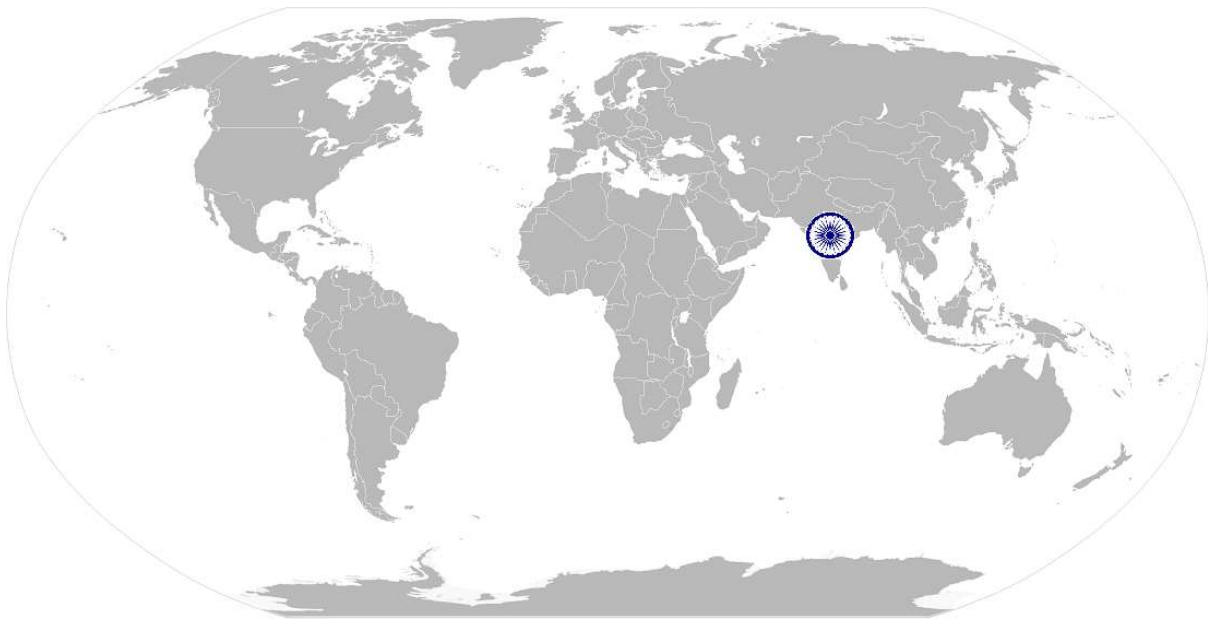
Maintain OH&S standards and follow environmental norms

## NOS Version Control

NOS Code	PCC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Production	Next review date	31/03/18



# National Occupational Standard



## Overview

This unit is about is about securing intellectual property rights (IPR) of the employee's organisation and respecting customer's copyright.

PCS/N9904

Maintain IPR of organisation and customer

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N9904</b>
<b>Unit Title (Task)</b>	<b>Maintain IPR of organisation and customer</b>
<b>Description</b>	This OS unit is about securing intellectual property rights (IPR) of the employee's organisation and respecting customer's copyright
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Secure company's IPR</li> <li>Respect customers copyright</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Securing company's IPR</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. prevent leak of new plans and designs to competitors by reporting on time</p> <p>PC2. be aware of any of company's product or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company head</p>
<b>Respecting customer's copyright</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. protect infringement upon customer's business or design plans</p> <p>PC6. consult supervisor or senior management when in doubt about using information available from customer</p> <p>PC7. report any infringement observed by anyone in the company</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on intellectual property rights and infringement reporting policy</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p> <p>KA6. occupational health and safety standards</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p> <p>KB3. significance of damages resulting from IPR infringement</p> <p>KB4. industrial and political espionages</p>

PCS/N9904

Maintain IPR of organisation and customer

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace on IPR SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand: SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with the customers about IPR protection and building trust
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. prevent information leaks SB3. Avoid being caught up in copyright issues
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. inform superior about any copyright infringement
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand: SB5. basics of what constitutes IPR violations under WTO agreement SB6. penalties to company or individual on evidence of IPR violations SB7. likely effect of IPR violation on customer
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB8. improve work IPR related safety and adopting best practices SB9. resolve conflicts related to IPR by reporting in time

PCS/N9904

Maintain IPR of organisation and customer

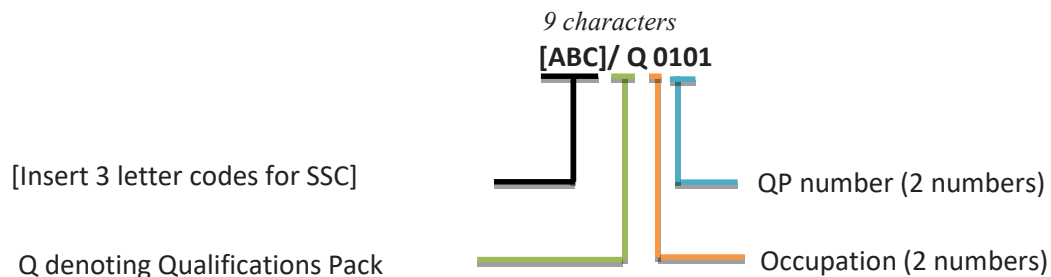
## NOS Version Control

NOS Code	PCS/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Production	Next review date	31/03/18

## Annexure

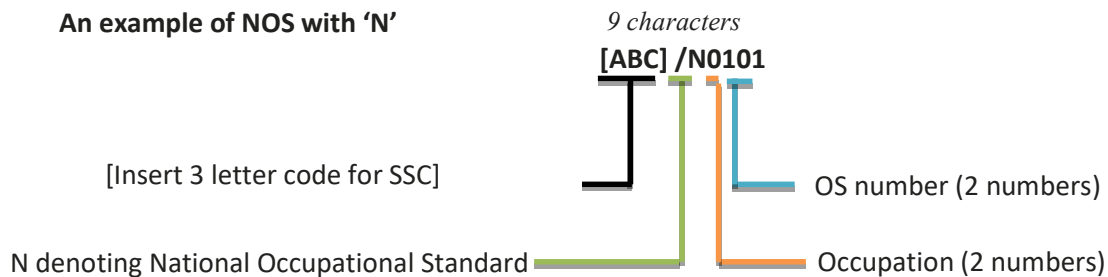
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'







The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	01 - 49
Application	50 - 59
Unused	60 - 97
Generic occupation	98 - 99

Sequence	Description	Example
Three letters	Industry name	PCS
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

**ASSESSMENT CRITERIA**

**Job Role :** Production QC in-charge

**Qualification Pack :** PCS/Q0505

**Sector Skill Council :** Paints and Coatings

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack , every trainee should score a minimum of 60% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>PCS/N0501</b> <b>Check inline production quality</b>	PC1. receive the process doc-sheet from the shift in-charge or production supervisor	<b>50</b>	0.7	0.2	0.5
	PC2. understand the overall process flow		0.7	0.2	0.5
	PC3. understand the instances where the production QC has to be performed		0.7	0.2	0.5
	PC4. understand the quantities of intermediate products that need to be checked		0.7	0.2	0.5
	PC5. understand the quality check process and its impact on production		0.7	0.2	0.5
	PC6. read the customer's and company's doc sheet		0.7	0.2	0.5
	PC7. perform the quality check as specified		1.5	0.5	1
	PC8. weigh the appropriate quantities of the intermediate products using the appropriate aids and equipment like scales, gloves, etc		1.5	0.5	1
	PC9. check if there is uniform dispersion		1.5	0.5	1
	PC10. check the viscosity of the mix		1.5	0.5	1
	PC11. check for fineness using appropriate tools like Hegmann guage		1.5	0.5	1



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC12. perform any other tests in line with customer and company requirement		1.5	0.5	1
	PC13. visually check the intermediate products for conformance to fidelity		1.5	0.5	1
	PC14. adhere to the timelines		1.5	0.5	1
	PC15. ensure the overall production process is not interrupted by the tests		1.5	0.5	1
	PC16. comply with quality standards of the company		1.5	0.5	1
	PC17. implement process control techniques and procedures for manufacturing		1.5	0.5	1
	PC18. manage improvement in quality over time		1.5	0.5	1
	PC19. work with a cross functional teams like mixing, grinding, etc		1.5	0.5	1
	PC20. replace the excess intermediate products in the appropriate locations		1.5	0.5	1
	PC21. read the customer's and company's doc sheet		1.5	0.5	1
	PC22. perform the quality check as specified		1.5	0.5	1
	PC23. weigh the appropriate quantities of the intermediate products using the appropriate aids and equipment like scales, gloves, etc		1.5	0.5	1
	PC24. check for the pattern		1.5	0.5	1
	PC25. check the curing time		1.5	0.5	1
	PC26. perform any other tests in line with customer and company requirement		1.5	0.5	1
	PC27. visually check the intermediate products for conformance to fidelity		1.5	0.5	1
	PC28. adhere to the timelines		1.5	0.5	1
	PC29. ensure the overall production process is not interrupted by the tests		1.5	0.5	1



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC30. comply with quality standards of the company		0.7	0.2	0.5
	PC31. implement process control techniques and procedures for manufacturing		1.5	0.5	1
	PC32. manage improvement in quality over time		0.7	0.2	0.5
	PC33. work with a cross functional teams like extrusion, grinding, etc		0.7	0.2	0.5
	PC34. replace the excess intermediate products in the appropriate locations		0.7	0.2	0.5
	PC35. identify if there are any deviations from expected outcomes and expound the same to production / shift in-charge		0.7	0.2	0.5
	PC36. provide creative solutions with high quality and on time		0.7	0.2	0.5
	PC37. provide technical assistance as needed to prevent recurrence of the complaints and issues		0.7	0.2	0.5
	PC38. identify process improvement opportunities and implement the changes		0.7	0.2	0.5
	PC39. paste stickers such as quality check passed or okay on the test batch		0.7	0.2	0.5
	PC40. highlight and return the defective batches to the respective departments, in case of any deviations		0.7	0.2	0.5
	PC41. give the 'go-ahead' for the quality check passes batch to further processes in production		0.7	0.2	0.5
	PC42. understand the associated documentation procedures		0.7	0.2	0.5
	PC43. record the production QC findings appropriately		0.7	0.2	0.5
	PC44. file the documentations for any future references		0.7	0.2	0.5
	<b>POINTS</b>		<b>50</b>	<b>16</b>	<b>34</b>
	<b>TOTAL POINTS</b>		<b>50</b>		

	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>PCS/N9901</b>	PC1. receive job order and instructions from	50	0.5	0.0	0.5



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>Coordinate with colleagues and/or customers</b>	reporting superior				
	PC2. understand the work output requirements, targets, performance indicators and incentives		2.0	0.5	1.5
	PC3. deliver quality work on time and report any anticipated reasons for delays		2.0	0.5	1.5
	PC4. escalate unresolved problems or complaints to the relevant senior		2.0	0.5	1.5
	PC5. communicate maintenance and repair schedule proactively to the superior		2.0	0.5	1.5
	PC6. receive feedback on work standards		1.0	0.0	1.0
	PC7. document the completed work schedule and handover to the superior		2.0	0.5	1.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.0	0.25	0.75
	PC9. aim to achieve smooth workflow		2.0	0.5	1.5
	PC10. help and assist colleagues with information and knowledge		1.0	0.0	1.0
	PC11. seek assistance from the colleagues when required		1.0	0.25	0.75
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to other colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
	PC19. ask more questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess strong knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC23. build effective but impersonal relationship with the customers		0.5	0.25	0.25
	PC24. ensure the appropriate language and tone are used with customers		1.0	0.25	0.75
	PC25. listen actively and have a two way communication		1.0	0.25	0.75
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.0	0.25	0.75
	PC27. understand the customer expectations correctly and provide the appropriate products and services		2.0	0.5	1.5
	PC28. understand the customer dissatisfaction and address or escalate their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.0	0.25	0.75
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		1.0	0.25	0.75
	PC31. avoid interrupting the customers while they talk		1.0	0.0	1.0
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.0	1.0
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>10</b>	<b>40</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>PCS/N9902 Maintain standards of product/ service quality</b>	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0





	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab on frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all level		4.0	1.5	2.5
	PC9. aim to gain their long lasting loyalty through satisfaction		3.0	1.0	2.0
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0
	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>13</b>	<b>37</b>
	<b>TOTAL POINTS</b>			<b>50</b>	



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>PCS/N9903 Maintain O&amp;HS standards and follow environmental norms</b>	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take necessary steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyze the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. be aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.4	1.1
	PC14. ensure to be safe while handling materials, tools, acids, chemicals, equipment, etc.		1.0	0.4	0.6
	PC15. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed		1.5	0.4	1.1
	PC16. ensure safe techniques while moving furniture and fixtures		1.5	0.4	1.1
	PC17. ensure to reduce risk of injury from use of electrical tools		1.5	0.4	1.1
	PC18. read the manufacturer's manual carefully before use of any equipment		1.0	0.0	1.0
	PC19. unplug the electrical equipment before performing maintenance		1.0	0.4	0.6
	PC20. keep the floors free from oil, water and grease to avoid slippery surface		1.0	0.4	0.6
	PC21. use rubber mats in the places where floors are constantly wet		1.0	0.0	1.0



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC22. ensure safety from injuries of cuts to loss of fingers, while handling sharp hazardous tools and equipment		1.5	0.4	1.1
	PC23. use flat surfaces, secure holding and protective wear while using such sharp tools		1.5	0.4	1.1
	PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies		1.5	0.4	1.1
	PC25. practice ergonomic lifting, bending, or moving equipment and supplies		1.5	0.4	1.1
	PC26. identify the requirement for maintaining environmental norms		1.0	0.4	0.6
	PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards		1.0	0.4	0.6
	PC28. follow company policies and rules regarding use of hazardous materials to avoid health, safety and environmental impacts caused by them		1.0	0.4	0.6
	PC29. ensure the employees have access to first aid kit when needed		1.0	0.0	1.0
	PC30. ensure all equipment and tools are stored and maintained properly and safe to use		1.0	0.4	0.6
	PC31. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.4	1.1
	PC32. ensure to display safety signs at places where necessary for people to be cautious		1.5	0.4	1.1
	PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.4	1.1
	PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.		1.5	0.4	1.1
	PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken		1.0	0.4	0.6
	PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace		1.0	0.0	1.0



	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
	PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.		1.0	0.4	0.6
	PC38. ensure zero accident at workplace		1.0	0.4	0.6
	PC39. adhere to safety standards and ensure no material damage		1.0	0.4	0.6
	PC40. take necessary action and correct any environmental hazards caused		1.0	0.4	0.6
	<b>POINTS</b>		<b>50</b>	<b>14</b>	<b>36</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (250)	Out of	Theory	Skills Practical
<b>PCS/N9904 Maintain IPR of organisation and customer</b>	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.0	0.0	7.0
	PC2. be aware of any of company's product or design patents		8.0	1.0	7.0
	PC3. report IPR violations observed in the market, to supervisor or company head		8.0	2.0	6.0
	PC4. read copyright clause of the material published on the internet and any other printed material		8.0	0.5	7.5
	PC5. protect infringement upon customer's business or design plans		8.0	2.0	6.0
	PC6. consult supervisor or senior management when in doubt about using information available from customer		6.0	0.0	6.0
	PC7. report any infringement observed by anyone in the company		5.0	0.0	5.0
	<b>POINTS</b>		<b>50</b>	<b>5.5</b>	<b>44.5</b>
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>250</b>			