

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CAPITAL GOODS INDUSTRY

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- Fitter

SECTOR: CAPITAL GOODS

SUB-SECTOR:

1. Machine Tools Manufacturing
2. Power & Electrical Equipment Manufacturing
3. Process Plant Machinery Manufacturing
4. Textile Machinery Manufacturing
5. Plastic, Paper & Rubber Machinery Manufacturing
6. Light and Heavy Engineering Goods Manufacturing

OCCUPATION: Fitter

REFERENCE ID: CSC/ Q 0102

Brief Job Description: Fitter is responsible for identifying the operations required to assemble various components of the machine by studying their engineering drawings, fitting different components of the machine and testing the assembled machine

Personal Attributes: This job requires the individual to work independently as well as in teams. He should have analytical skills, problem solving attitude, high concentration levels and willingness to work in a factory environment.

Qualifications Pack For Fitter

Qualifications Pack Code	CSC/ Q 0102		
Job Role	Fitter		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Sector	Capital Goods	Drafted on	22/07/13
Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools Manufacturing 2. Power & Electrical equipment Manufacturing 3. Process Plant Machinery Manufacturing 4. Textile Machinery Manufacturing 5. Plastic, Paper & Rubber Machinery manufacturing 6. Light and Heavy Engineering Goods Manufacturing 	Last reviewed on	24/07/13
Occupation	Fitter	Next review date	08/08/14

Qualifications Pack For Fitter

Job Role	Fitter
Role Description	Fitter is responsible for identifying the operations required to assemble various components of the machine by studying their engineering drawings, fitting different components of the machine to perform assigned task and testing the assembled machine
NVEQF/NVQF level Minimum Educational Qualifications* Maximum Educational Qualifications*	4 ----- Class X ITI/ Diploma/ Degree in Engineering or Technology
Training (Suggested but not mandatory)	Theoretical concepts, trainings on operation of machinery
Experience	In lieu of minimum qualification the employee has worked as a semi-skilled worker/trainee for minimum 6 months in the same role.
Applicable National Occupational Standards (NOS)	Compulsory: 1. CSC/ N0201 (Prepare for assembling operation) 2. CSC/ N0202 (Assemble the components) 3. CSC/ N0203 (Perform post - assembly activities) 4. CSC/ N5001 (Carry out housekeeping) 5. CSC/ N5002 (Carry out reporting and documentation) 6. CSC/ N5003 (Carry out quality checks) 7. CSC/ N5004 (Carry out problem identification and escalation) Optional: 8. NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Fitter

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.
Priority sub-sectors	Capital Goods Skill Council has identified following sub-sectors in capital goods sector as priority sub-sectors: Machine tools, Power & Electrical equipment, Process & Plant machinery, Textile machinery, Light and Heavy Engineering goods, Plastic paper & Rubber machinery
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	Core Skills or Generic Skills are a group of skills that are key to learning and

Qualifications Pack For Fitter

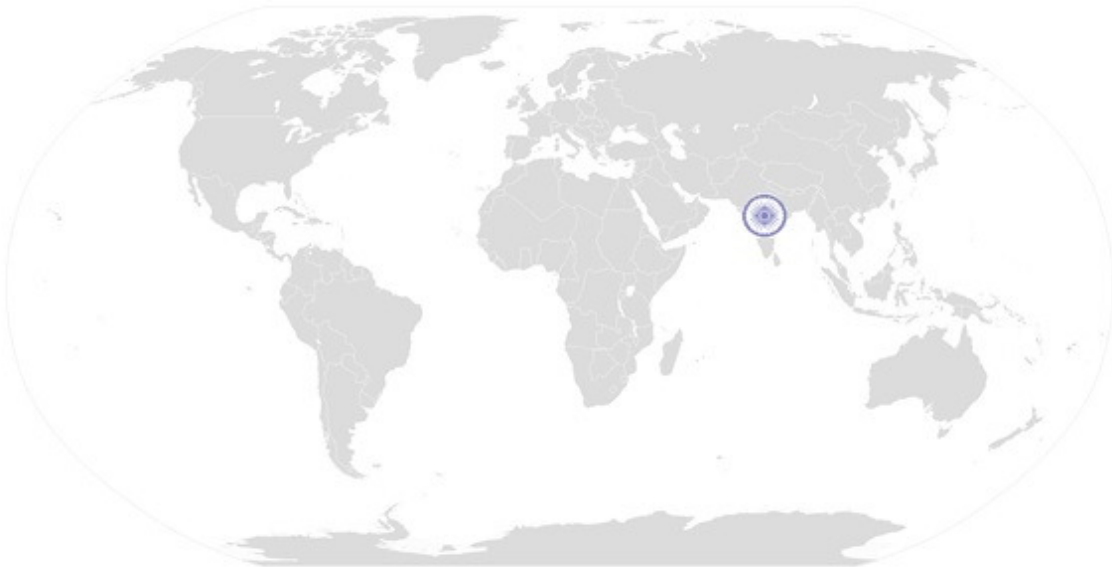
Skills	working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.
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Qualifications Pack For Fitter

Acronyms

Keywords /Terms	Description
CAD	Computer-aided design
CAM	Computer-aided manufacturing
OHS	Occupational Health & Safety
SOP	Standard Operating Procedure

National Occupational Standard



Overview

This unit is about understanding engineering designs and preparing equipment and tools for assembling operation

CSC / N 0201

Prepare for assembling operation

National Occupational Standard

Unit Code	CSC / N 0201
Unit Title (Task)	Prepare for assembling operation
Description	This unit is about understanding engineering designs and preparing equipment and tools for assembling operation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the engineering drawings • Prepare equipment and material for assembly • Ensuring housekeeping and safety on the shopfloor
Performance Criteria (PC) w.r.t. the Scope	
Element	Criteria
Understand design	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Understand assembly blueprints, engineering drawings and other specifications to identify the sequence of activities required to assemble the machine</p> <p>PC2. Read and interpret engineering drawings to ensure correct limits, tolerance and fits of equipment components</p> <p>PC3. Report and rectify cases of inappropriate information in design documents as per organizational procedures</p>
Equipment readiness	<p>PC4. Identify tools and equipment required to perform the assembling of components</p> <p>PC5. Collect tools required during the assembling process</p> <p>PC6. Ensure that tools match the desired specifications</p> <p>PC7. Ensure tools and equipment required for assembly are free from physical damage and ready for operation</p> <p>PC8. Report damaged / defective components of equipment as per the escalation matrix</p> <p>PC9. Ensure the calibration status of all measuring equipment and instruments</p> <p>PC10. Prepare the foundation base as per the job requirements i.e. cleaning using hand files, scraper, etc</p> <p>PC11. Use braces, jacks, clamps, ropes or bolt straps to hold parts in position</p>
Material Appropriateness and preparation	<p>PC12. Collect work pieces/ components to be assembled</p> <p>PC13. Ensure that each material is in the correct quantity</p> <p>PC14. Ensure, by visual inspection, that work pieces are of desired quality (free of rust, type of metal, etc)</p> <p>PC15. Ensure that paint, grease, rust, or other contaminants are removed from work pieces</p> <p>PC16. Smoothen out the metal work piece prior to assembling</p> <p>PC17. Ensure that no delays are caused as a result of improper preparation and failure to identify problems</p>

CSC / N 0201

Prepare for assembling operation

<p>Health & Safety</p>	<p>PC18. Ensure housekeeping and safety in work area</p> <p>PC19. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits</p> <p>PC20. Ensure use of mask during grinding to avoid inhaling the dust</p> <p>PC21. Ensure that the loose and torn clothes are not worn during working hours</p> <p>PC22. Ensure using hoist or forklift for lifting heavy materials to avoid physical injury</p> <p>PC23. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)</p> <p>PC24. Ensure that unpermitted materials such as fuels, paints etc are removed from the work area</p> <p>PC25. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p> <p>PC26. Identify any potential health hazards or dangers and escalate to supervisor as per 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:</p> <p>KA1. Use of instruments to check dimensions etc</p> <p>KA2. Implications of poorly prepared material, power failure etc</p> <p>KA3. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA4. Quality and damage checks to be done and importance of the same</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Escalation matrix for reporting identified issues</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. Impact of poor practices on health, safety and environment</p> <p>KA13. Potential hazards and actions to minimize the same</p> <p>KA14. 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:</p> <p>KB1. Assembling techniques such as aligning, bending, fixing, mechanical jointing, threaded jointing, sealing and torquing</p> <p>KB2. Steps required to assemble/ dis-assemble an equipment with a given design</p> <p>KB3. Checks that need to be made to ensure that equipment is safe and ready to use (electrical connections, power return and earthing arrangements; equipment calibration, setting parameters)</p> <p>KB4. Limits, fits and tolerances</p> <p>KB5. Metallurgical and metal working processes such as heat treatment, hardening, etc</p> <p>KB6. Procedures to check adherence to specifications and quality standards using</p>

CSC / N 0201

Prepare for assembling operation

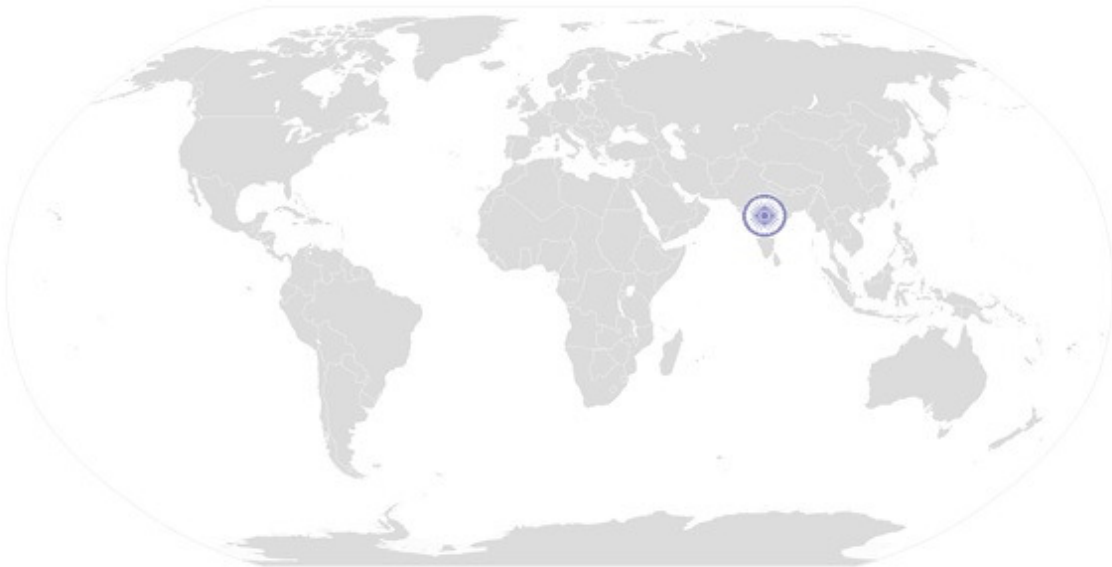
	<p>equipment like vernier caliper, screw gauge, etc</p> <p>KB7. Basic welding and brazing techniques</p> <p>KB8. Engineering drawings and tools drawings</p> <p>KB9. Metals and their properties</p> <p>KB10. Understanding of normal running characteristics of machines</p> <p>KB11. Possible causes of common problems during assembly & their remedies</p> <p>KB12. Implications of not adhering to sequence of activities and operations</p> <p>KB13. Units of measurement</p> <p>KB14. Mathematics courses including algebra, geometry, calculus and trigonometry response to emergencies e.g. Power failures ,fire and system failures</p> <p>KB15. Basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
Skills (S)	
A. Core Skills/ Generic Skills	<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> <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 interpret engineering/ machine drawings</p> <p>SA6. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</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>SA7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA8. Respond appropriately to any queries</p> <p>SA9. Communicate with supervisor</p> <p>SA10. Communicate with upstream and downstream teams</p> <p>SA11. 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>	

CSC / N 0201

Prepare for assembling operation

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Practice honesty with respect to company property and time</p> <p>SA13. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA14. 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>SA15. Take responsibility for completing one’s own work assignment</p> <p>SA16. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA17. 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>SA18. Is open to new ways of doing things</p> <p>SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
B. Professional Skills	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA20. Avoid absenteeism</p> <p>SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Work in disciplined factory environment</p> <p>SA23. Be punctual</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 different machines and tools wearing protective accessories</p> <p>SB2. Positioning work piece in machines according to design requirements</p> <p>SB3. Handling of various types of material handling equipment like forklifts, trolleys</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Diagnose common problems in the tools based on visual inspection, sound, temperature etc</p> <p>SB5. Suggest improvements(if any) in process based on experience</p>

National Occupational Standard



Overview

This unit is about assembling various components as per the engineering/
product design

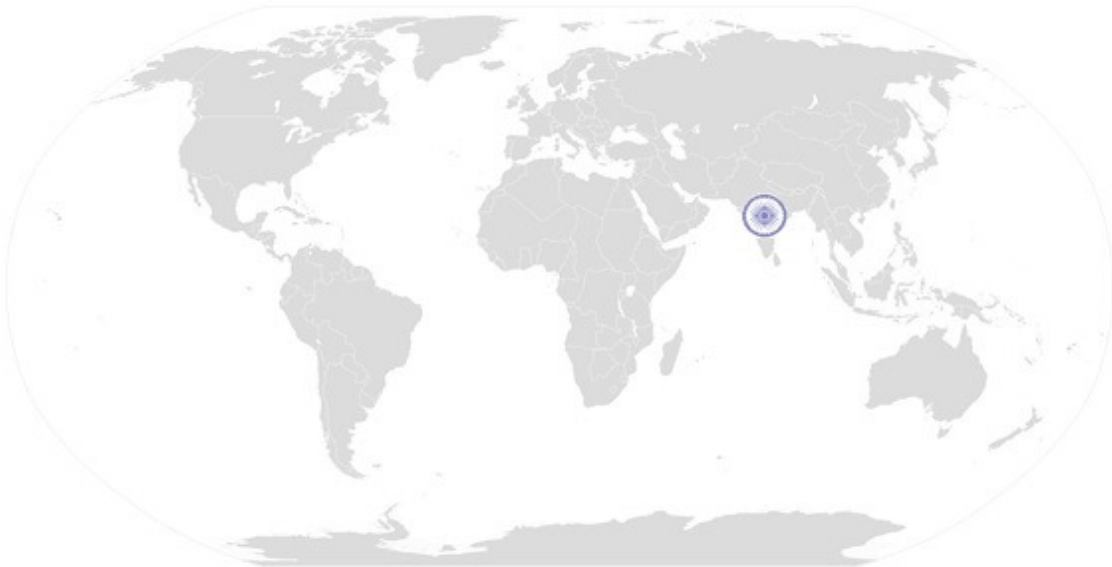
Unit Code	CSC / N 0202
Unit Title (Task)	Assemble the components
Description	This unit is about assembling various components as per the engineering/ product design
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing Equipments and Machines • Assembling operation of various components of machines/equipment • Ensuring housekeeping and safety on the shoopfloor
Performance Criteria (PC) w.r.t. the Scope	
Element	Criteria
Equipment and Machine Preparation	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure all tools and equipment required during assembly are ready for operation</p> <p>PC2. Ensure the calibration status of all measuring equipment and instruments</p> <p>PC3. Remove rough spots from work piece using portable grinder, hand file or scraper</p>
Assembling operation	<p>PC4. Lift and move mechanical components using handling equipment such as hoist or crane or manual methods</p> <p>PC5. Use file, chisel and grind parts to align or level the components to be assembled as per the design/ manufacturers' specifications</p> <p>PC6. Demonstrate use of machinery such as powered saws, hand shears or chipping knife to cut or bore holes in the structure</p> <p>PC7. Demonstrate use of tools such as saws, cutting torches, pipe threaders or benders to cut, thread or bend parts as per the specifications</p> <p>PC8. Fasten parts together using welding and brazing as per design</p> <p>PC9. Fasten mechanical components/ subassemblies together using screws, bolts, and collars using hand/ power tools</p> <p>PC10. Set and adjust linkages, tensions and clearances of assembled components to specifications using fixed gauges and hand tools</p>
Health & Safety	<p>PC11. Ensure housekeeping and safety in work area</p> <p>PC12. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits</p> <p>PC13. Ensure use of mask during grinding to avoid inhaling the dust</p> <p>PC14. Ensure that the loose and torn clothes are not worn during working hours</p> <p>PC15. Ensure using hoist or forklift for lifting heavy materials to avoid physical injury</p> <p>PC16. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)</p> <p>PC17. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p>

	<p>PC18. Identify any potential health hazards or dangers and escalate to supervisor as per 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:</p> <p>KA1. Use of instruments to check dimensions etc</p> <p>KA2. Implications of poorly prepared material, power failure etc</p> <p>KA3. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA4. Quality and damage checks to be done and importance of the same</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Escalation matrix for reporting identified issues</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. Impact of poor practices on health, safety and environment</p> <p>KA13. Potential hazards and actions to minimize the same</p> <p>KA14. 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:</p> <p>KB1. Assembling techniques such as aligning, bending, fixing, mechanical jointing, threaded jointing, sealing and torquing</p> <p>KB2. Steps required to assemble/ dis-assemble an equipment with a given design</p> <p>KB3. Checks that need to be made to ensure that equipment is safe and ready to use (electrical connections, power return and earthing arrangements; equipment calibration, setting parameters)</p> <p>KB4. Limits, fits and tolerances</p> <p>KB5. Metallurgical and metal working processes such as heat treatment, hardening, etc</p> <p>KB6. Basic welding and brazing techniques</p> <p>KB7. Engineering drawings</p> <p>KB8. Metals and their properties</p> <p>KB9. Possible causes of common problems during assembly & their remedies</p> <p>KB10. Implications of not adhering to sequence of activities and operations</p> <p>KB11. Units of measurement</p> <p>KB12. Mathematics courses including algebra, geometry, calculus and trigonometry response to emergencies e.g. Power failures ,fire and system failures</p> <p>KB13. Basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>

Skills (S)	
A. Core Skills/ Generic Skills	<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> <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 interpret engineering and machine drawings</p> <p>SA6. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</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>SA7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA8. Respond appropriately to any queries</p> <p>SA9. Communicate with supervisor</p> <p>SA10. Communicate with upstream and downstream teams</p> <p>SA11. 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>SA12. Practice honesty with respect to company property and time</p> <p>SA13. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA14. 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>SA15. Take responsibility for completing one's own work assignment</p> <p>SA16. Take initiative to enhance/learn skills in one's area of work</p> <p>SA17. 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>SA18. Is open to new ways of doing things</p> <p>SA19. The capacity to envisage and articulate personal goals; to develop strategies</p>

	<p>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>SA20. Avoid absenteeism</p> <p>SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Work in disciplined factory environment</p> <p>SA23. 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 different machines and tools wearing protective accessories</p> <p>SB2. Positioning work piece in machines according to design requirements</p> <p>SB3. Handling of various types of material handling equipment like forklifts, trolleys</p> <p>SB4. 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>SB5. Diagnose common problems in the tools based on visual inspection, sound, temperature etc</p> <p>SB6. Suggest improvements(if any) in process based on experience</p>

National Occupational Standard



Overview

This unit is about performing post - assembly activities

Unit Code	CSC / N 0203
Unit Title (Task)	Perform post - assembly activities
Description	This unit is about performing post - assembly activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Testing of assembled machine/equipment • Disposal of waste • Ensuring housekeeping and safety on the shoopfloor
Performance Criteria (PC) w.r.t. the Scope	
Element	Criteria
Test the assembled machine	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Connect the hydraulic, electrical and other components of the machine</p> <p>PC2. Add lubricants and coolants into moving parts as per specifications</p> <p>PC3. Carry out functional test of assembled machine to ensure it performs as per desired performance criteria</p> <p>PC4. Identify and rectify the problem areas during the functional tests</p>
Waste disposal	<p>PC5. Dispose off waste material as per waste disposal procedures laid down by the company</p> <p>PC6. Carry out disposal of waste material safely</p>
Health & Safety	<p>PC7. Ensure housekeeping and safety in work area</p> <p>PC8. Ensure that the exhaust systems are used to maintain the concentration levels of various particulate matters remain within limits</p> <p>PC9. Ensure that the loose and torn clothes are not worn during working hours</p> <p>PC10. Ensure using hoist or forklift for lifting heavy materials to avoid physical injury</p> <p>PC11. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)</p> <p>PC12. Remove unpermitted materials such as fuels, paints etc from the work area</p> <p>PC13. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP</p> <p>PC14. Identify any potential health hazards or dangers and escalate to supervisor as per organizational SOP</p>
Knowledge and Understanding (K)	

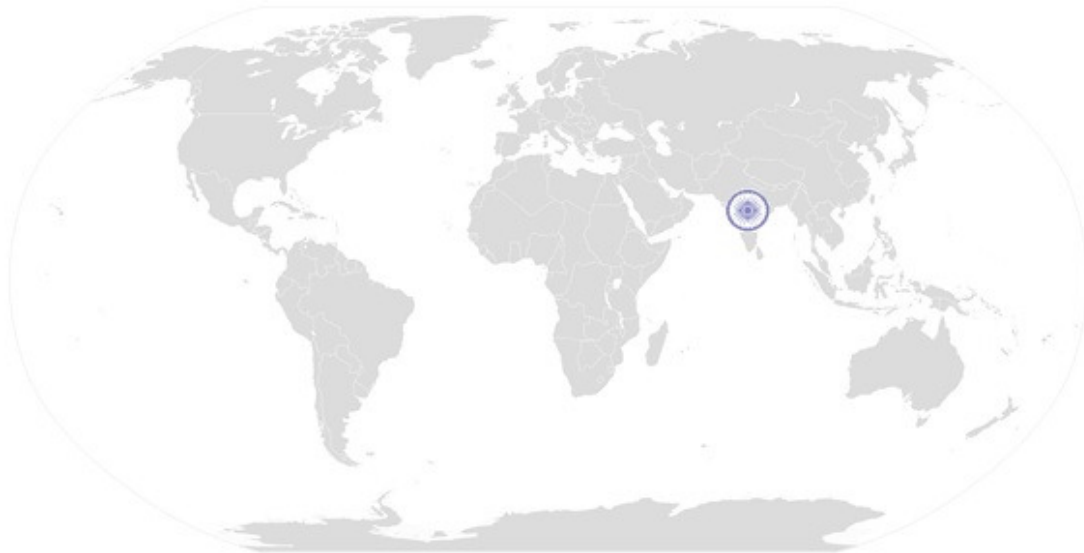
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Use of instruments to check dimensions etc KA2. Implications of poorly prepared material, power failure etc KA3. Material disposal procedure, 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. Risk and impact of not following defined procedures/work instructions KA6. Escalation matrix for reporting identified issues KA7. Types of documentation in organization and importance of the same KA8. Records to be maintained and implications of non-maintenance of the same KA9. Importance of housekeeping & good shopfloor practices (eg. 3S & 5S) KA10. Health, Safety and Environment guidelines, legislation and regulations as applicable KA11. Personal protection(Which protective equipment to be used and how) KA12. Impact of poor practices on health, safety and environment KA13. Potential hazards and actions to minimize the same KA14. 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:</p> <p>KB1. Assembling techniques such as aligning, bending, fixing, mechanical jointing, threaded jointing, sealing and torquing KB2. Steps required to assemble/ dis-assemble an equipment with a given design KB3. Checks that need to be made to ensure that equipment is safe and ready to use (electrical connections, power return and earthing arrangements; equipment calibration, setting parameters) KB4. Limits, fits and tolerances KB5. Procedures to check adherence to specifications and quality standards using equipment like vernier caliper, screw gauge, etc KB6. Normal running characteristics of machines KB7. Metallurgical and metal working processes such as heat treatment, hardening, etc KB8. Basic welding and brazing techniques KB9. Engineering drawings and machine drawings KB10. Metals and their properties KB11. Possible causes of common problems during assembly & their remedies KB12. Implications of not adhering to sequence of activities and operations KB13. Units of measurement KB14. Mathematics courses including algebra, geometry, calculus and trigonometry response to emergencies e.g. Power failures ,fire and system failures KB15. Basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
<p>Skills (S)</p>	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

Generic 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 interpret engineering and tool drawings</p> <p>SA6. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA8. Respond appropriately to any queries</p> <p>SA9. Communicate with supervisor</p> <p>SA10. Communicate with upstream and downstream teams</p> <p>SA11. 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>SA12. Practice honesty with respect to company property and time</p> <p>SA13. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA15. Take responsibility for completing one's own work assignment</p> <p>SA16. Take initiative to enhance/learn skills in ones's area of work</p> <p>SA17. 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>SA18. Is open to new ways of doing things</p> <p>SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	Reliability

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA20. Avoid absenteeism</p> <p>SA21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA22. Work in disciplined factory environment</p> <p>SA23. 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 different machines and tools wearing protective accessories</p> <p>SB2. Handling of various types of material handling equipment like forklifts, trolleys</p> <p>SB3. 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>SB4. Diagnose common problems in the tools based on visual inspection, sound, temperature etc</p> <p>SB5. Suggest improvements(if any) in process based on experience</p>	



National Occupational Standard



Overview

This unit is about carrying out housekeeping

Unit Code	CSC / N 5001
Unit Title (Task)	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	<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> <p>SA4. Perform functional mathematical operations, including apply basic</p>

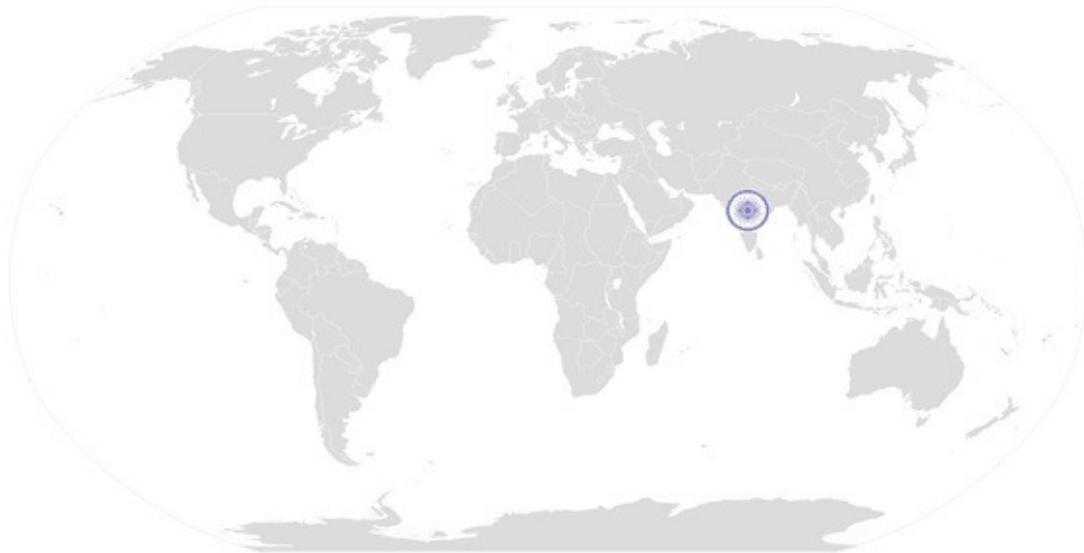
	<p>mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading and Understanding Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety 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 difficult/stressful or emotional situations</p>

	SA23. Work in disciplined factory environment SA24. Be punctual
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[Back to QP](#)

National Occupational Standard



Overview

This unit is about reporting and documentation

CSC / N 5002

Carry out reporting and documentation

National Occupational Standard	Unit Code	CSC / N 5002
	Unit Title (Task)	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 in 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 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</p>	

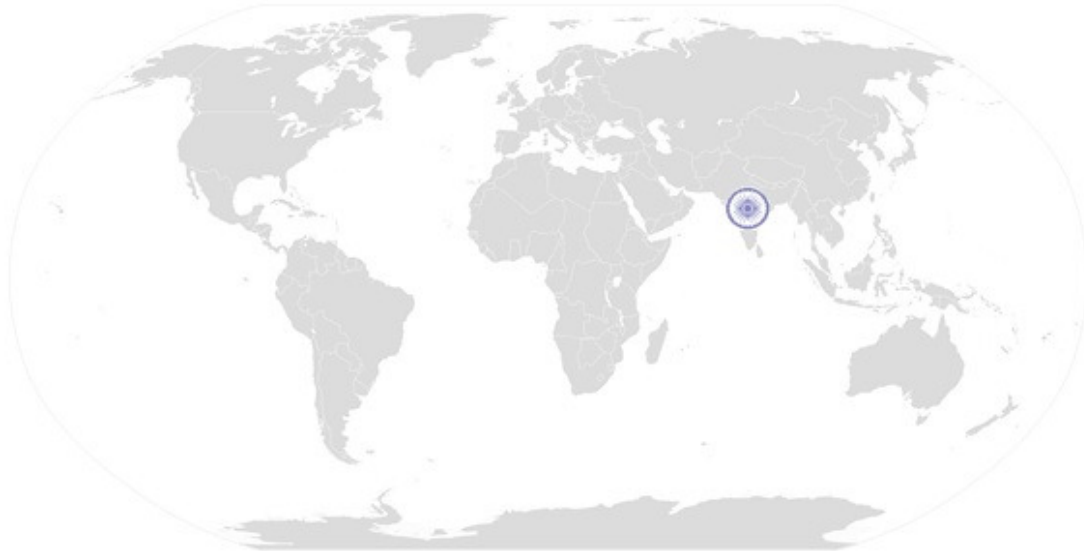
	<p>information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic 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
	<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>
Motivation	

Carry out reporting and documentation

	<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>



National Occupational Standard



Overview

This unit is about carrying out quality checks

Unit Code	CSC / N 5003
Unit Title (Task)	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 operator level quality check correctly</p> <p>PC10. Inform any non-conformity to the appropriate authority with in the stipulated time.</p> <p>PC11. Record of results of action taken</p> <p>PC12. Record adjustments not covered by established procedures for future reference</p> <p>PC13. Review effectiveness of action taken</p> <p>PC14. 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 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	

	<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>

National Occupational Standard



Overview

This unit is about problem identification and escalation

Unit Code	CSC / N 5004
Unit Title (Task)	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"> - Materials - Products - 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 to conduct tests PC8. Evaluate results to confirm suspected reasons for non-conformance (where required) PC9. Consider possible reasons for identification of problems PC10. Consider applicable corrections and formulate corrective action PC11. Formulate action in a timely manner PC12. Communicate problem/remedial action to appropriate parties PC13. Take corrective action in a timely manner PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved PC17. Ensure that corrective action selected is viable and practical PC18. Ensure that correct solution is identified to an identified problem PC19. Take corrective action for problems identified according to the company</p>

	<p>procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
Problem Escalation	<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>
Knowledge and Understanding (K)	
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	<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> <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>

Carry out problem identification and escalation

	<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 difficult/stressful or emotional situations</p> <p>SA23. Maintain high degree of discipline in the factory</p> <p>SA24. Be punctual</p>