

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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Contents

1. Introduction and Contacts.....P1
2. Qualifications Pack.....P2
3. Glossary of key terms.....P3
4. OS Units.....P5

Introduction

Qualifications Pack- Manager Supplier Quality Level 6

SECTOR: AUTOMOTIVE

SUB-SECTOR: MANUFACTURING SUPPORT

OCCUPATION: QUALITY ASSURANCE

JOB ROLE : MANAGER SUPPLIER QUALITY

REFERENCE ID: ASC/Q6302

ALIGNED TO : NCO-2004/Nil

Brief Job Description: Individuals at this job need to be responsible for overall supplier quality assurance functions for all facilities including incoming inspection, issue containment and supplier corrective actions.

Personal Attributes: This job requires the individual to be able to coordinate internally and externally within the organization. The individual should be result oriented, and possess strong quality and lean management skills. The individual should also be able to demonstrate skills for problem solving, change management, risk management, relationship building and leadership.

Job Details	Qualifications Pack Code	ASC/Q 6302		
	Job Role	Manager-Supplier Quality		
	Credits(NSQF) [OPTIONAL]	TBD	Version number	1.1
	Sector	Automotive	Drafted on	13/08/13
	Sub-sector	Manufacturing Support	Last reviewed on	27/08/13
	Occupation	Quality Assurance	Next review date	30/07/15

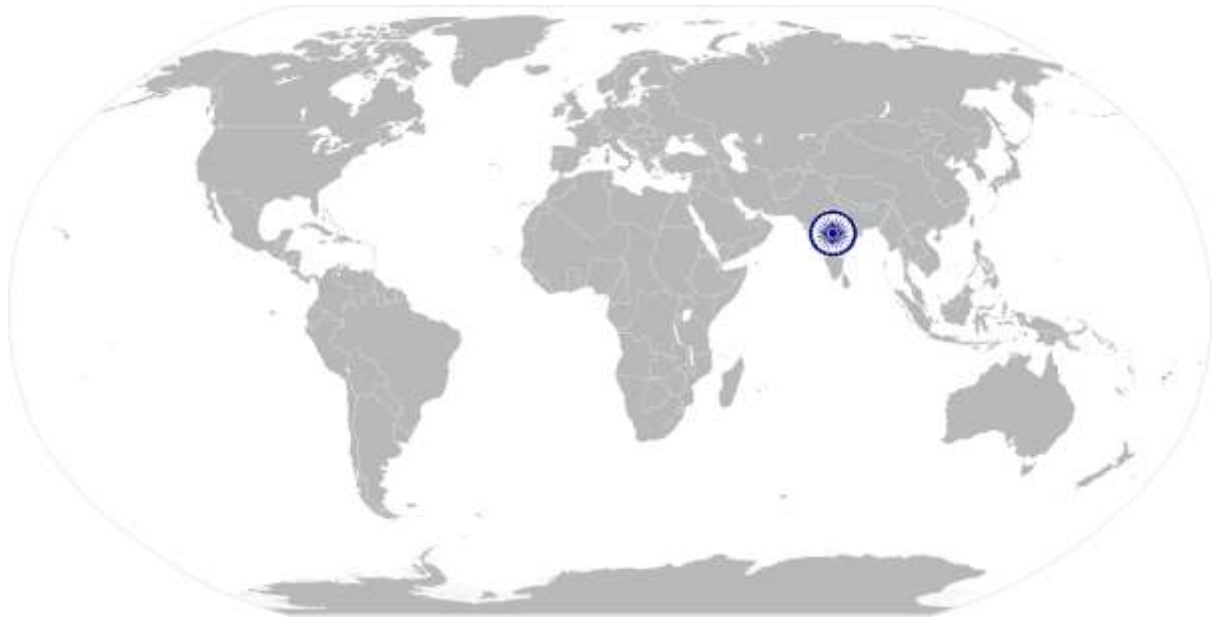
Job Role	Manager- Supplier Quality
Role Description	managing and maintaining the quality of the vendors' processes and incoming materials as per the quality standards
NSQF level	6
Minimum Educational Qualifications*	B. Tech/Diploma in Mechanical/Electrical/Electronics Engineering
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> • Compulsory: Quality Management Systems like TS16949,Lean Six Sigma; 7 QC tools, Supplier quality metrics , APQP, Continuous improvement systems, Supplier performance measurement systems, Lean systems, Data analysis tools like 8Ds etc. ,Root cause analysis methods like Fishbone/ Cause and effect diagram etc. • Voluntary: Information flow systems like ERP/SAP , risk management, supplier contract management
Experience	<ul style="list-style-type: none"> • ASDC Level 5 or minimum 6-8 years in Quality/ Manufacturing/SQA department
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <p>ASC/N6302. Monitor the quality of incoming materials</p> <p>ASC/N6303. Inspect and qualify existing and new suppliers</p> <p>ASC/N6304. Collaborate with suppliers for cost reduction and process improvement</p> <p>ASC/N6305. Evaluate and manage performance of suppliers</p> <p>ASC/N0002. Work effectively in a team</p> <p>ASC/N0006. Maintain a safe, clean and secure working environment</p> <p>ASC/ N0022 Ensure implementation of 5S activities at the shop floor & the office area</p> <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment 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.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
SCM	Supply Chain Management
SAP	System Application and Products
PPC	Production Planning and Control
HSE	Health , Safety and Environment
PCN	Parts Change Note
PPAP	Production Part Approval Process
PO	Purchase Order
TS	TS 16949 Quality Management system
APQP	Advanced Product Quality Planning
MSA	Measurement System Analysis
SPC	Statistical Process Control
RCA	Root Cause Analysis
SCAR	Supplier Corrective Action Request
KPIs	Key Performance Indicators
MIS	Management Information Systems
TOPS 8Ds	Team Oriented Problem Solving- 8 disciplined method
TCO	Total Cost of Ownership
Y-O-Y	Year-On-Year
NPD	New Product Development

ASC/N6302. Monitor the quality of incoming materials

National Occupational Standards



Overview

This unit is about managing and controlling the quality of the incoming raw materials/tools/sub-assemblies received from suppliers for the manufacturing processes

ASC/N6302. Monitor the quality of incoming materials

National Occupational Standard	Unit Code	ASC/N6301
	Unit Title (Task)	Monitor the quality of incoming materials
	Description	This OS unit is about the supplier quality I/C manager monitoring the quality of the incoming parts/sub-assemblies/perishable goods/tools in coordination with Stores department through existing/new vendors for maintaining the customer quality standards in the final product
	Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> incoming material inspection of materials/parts/sub-assemblies/tools/gauges new material quality validation
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
Material inspection	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. ensure the inspection of the incoming parts/sub-assemblies/materials/tools/gauges received by Stores department for following checkpoints by team members responsible for quality :</p> <ul style="list-style-type: none"> items received as per the drawing no items are missing quantity of items received matches quantity indicated on invoice quantity of items received matches quantity requested by laboratory manufacturer's expiry date is acceptable shelf life (in case of perishable goods) items transported in the suitable ambient environment items are not crushed, broken or leaking any broken or leaking item has been handled and disposed of as per the requirements of the SOP on HSE any manufacturer's alerts or changes to the package insert are noted norms for Inspection & Report are followed for the shipment inventory records are updated copy of the invoice and order request is retained in the laboratory shipment is unpacked and properly integrated with existing inventory <p>PC2. Co-ordinate the preparation of Inspection Report with support from Materials Lab and Inspection team members and recording in the system ; and appropriately for traceability / batch control.</p> <p>PC3. if the incoming material is not OK, then</p> <ul style="list-style-type: none"> raise a rejection note and inform the supplier quarantine the material and its invoice documents till the replacement material is received from supplier 	

ASC/N6302. Monitor the quality of incoming materials

	<ul style="list-style-type: none"> once received, re- inspect the material repeat PC2 submit the invoice and other documents to Stores <p>PC4. remotely monitor the quality of the material in coordination with process Quality team while usage at shop floor</p> <p>PC5. in case of any rejections/deviations reported by downstream process Quality, or field failures reported by customer Quality team ensure that the interim / permanent corrective actions are taken after investigation at the supplier end thro 8D etc.</p> <p>PC6. Review periodically impact on suppliers rating (QCD) as per SOP and decide follow through actions for communication, business impact, payments etc.</p> <p>PC7. convene meetings with suppliers in case of frequent rejections and understand their point of concern; brainstorm and devise countermeasures</p> <p>PC8. support the supplier in implementing the continuous improvement projects (C.I.) at their manufacturing facility processes</p>
New material quality validation	<p>To be competent , the user/individual on the job must be able to do the following in coordination with Vendor development:</p> <p>PC9. receive the drawings/specifications, and ECN/ PCN of the new material from R&D/NPD department</p> <p>PC10. develop an insight into the process to derive an effective audit check list</p> <p>PC11. audit the sample part/sub-assembly manufacturing process and ensure that the guidelines of APQP, PFMEA, CP are understood & adhered to by the supplier</p> <p>PC12. check the dimensions of the representative part/new part/sub-assembly, and identify the best supplier meeting the Quality requirements for the new part/sub-assembly</p> <p>PC13. Co-ordinate specific milestones on the timeline and review the qualitative meeting of the targets for part & process.</p> <p>PC14. Co-ordinate the participation in PPAP at the vendor end to ensure the process meets the requirements/ targets of QCT</p> <p>PC15. countermeasures for the deviations, re-review of the quality</p> <p>PC16. signoff the PPAP / record along with the concerned departments and supplier representative; flag off the process for bulk.</p> <p>PC17. prepare a periodic audit schedule and accordingly inspect the new part/sub-assembly for quality and performance</p> <p>PC18. present the findings of the new material validation to the senior management and seek their inputs and support</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. product portfolio of organization</p> <p>KA2. the manufacturing processes of organization</p> <p>KA3. material classification criteria followed by organization</p> <p>KA4. policies and procedures for storage and preservation of materials</p>

ASC/N6302. Monitor the quality of incoming materials

organization and its processes)	<p>KA5. policies , compliances and systems followed for HSE</p> <p>KA6. list of approved suppliers for each material</p> <p>KA7. auditing and certification methodology followed for suppliers</p>
B. Technical Knowledge	<p>The individual on the job needs to have knowledge of:</p> <p>KB1. manufacturing process being followed for each product</p> <p>KB2. incoming inspection checkpoints</p> <p>KB3. tests performed by Metallurgy department for inspection</p> <p>KB4. QC tools like MSA , SPC , Pareto analysis , Fishbone diagram etc.</p> <p>KB5. Special Purpose machines(SPM) used by manufacturing processes (if any)</p> <p>KB6. supplier environment : capacity, capability, cost structures, delivery time, reliability factors</p> <p>KB7. packaging and transportation methods for each part and sub-assembly</p> <p>KB8. APQP procedures</p> <p>KB9. requirements for PPAP</p> <p>KB10. dimension validation and performance testing methods</p> <p>KB11. information systems like SAP, ERP etc.</p> <p>KB12. type of P.O.s raised in SAP</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/ individual on the job needs to know and understand how to communicate with:</p> <p>SB1. the suppliers for discrepancies observed in new parts/tool development</p> <p>SB2. Metallurgy department for new parts' material dimension validation and quality testing</p> <p>SB3. Vendor development department for procurement of approved new parts</p> <p>SB4. conduct telecon / video conferences for long distance co-ordination with suppliers (if required)of day to day activities</p> <p>SB5. senior management for updating the progress and seeking their support</p> <p>SB6. team members for reviewing the progress of day to day activities</p> <p>SB7. process Quality team for performing the MSA analysis in case of new par</p>
	Teamwork and multitasking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB8. distribute workload among team members ensuring smooth progress of material inspection activity and within the desired timelines</p> <p>SB9. coordinate with various departments like Metallurgy , Vendor Development, Manufacturing, R&D, process Quality etc. based on the requirement /sub-assembly validation</p> <p>SB10. share operation knowledge with colleagues</p>
B. Professional Skills	Reading and Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. understand the drawings for part/tool and interpret the key characteristics</p>

ASC/N6302. Monitor the quality of incoming materials

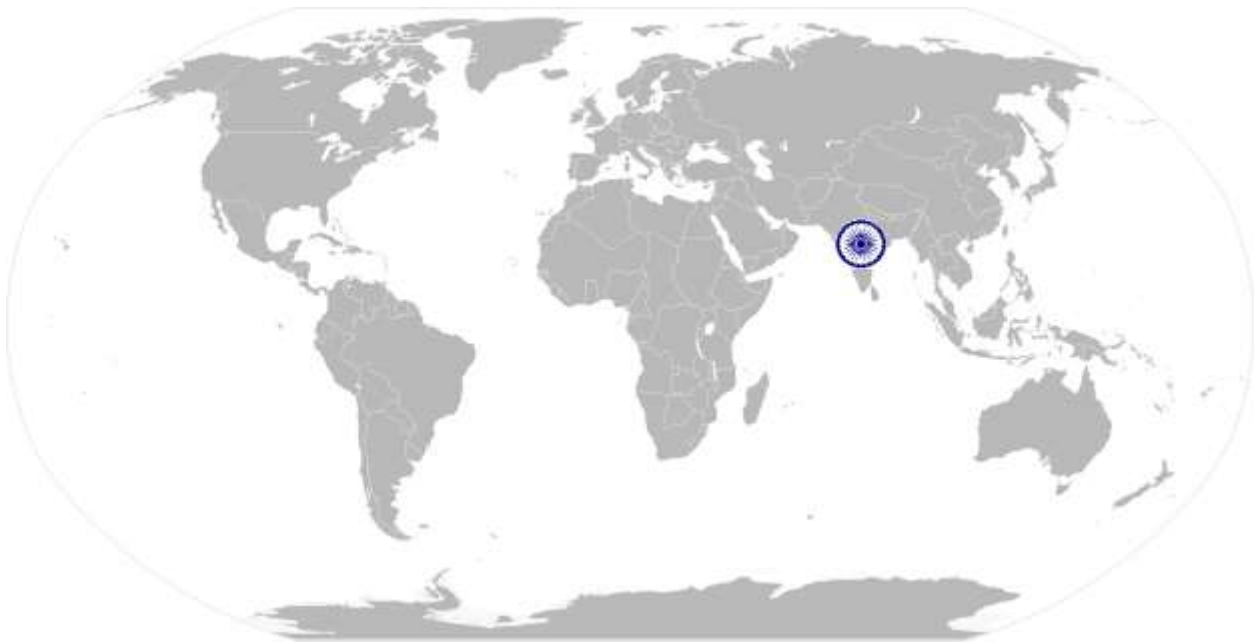
	<p>like dimensions, profile, material etc</p> <p>SB2. prepare the dimension testing reports for the parts/sub-assemblies</p> <p>SB3. understand the inspection reports of the Metallurgy departments</p> <p>SB4. prepare the inspection reports and maintain records</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through and devise the countermeasure for resolution for any quality related issue observed in the received supplier's parts or the manufacturing process followed by the supplier</p> <p>SB6. prepare the fall back action plan in the environment of vendors, transport mechanisms and organizations capacity/ capability</p> <p>SB7. work on actions to be taken on immediate basis in case of part rejections during trials</p> <p>SB8. use escalation procedures</p>
	<p>Critical thinking</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB9. identify problems (technical and non-technical), disruptions and delays</p> <p>SB10. keep abreast of special events such as holidays/ work calendars / maintenance shutdowns of vendors & organization and plan accordingly so that the final schedules are adhered to</p> <p>SB11. plan and monitor the ambient conditions for storage and preservation of perishable goods as per the supplier requirements in coordination with Stores department</p> <p>SB12. in consultation with Metallurgy department, inform the suppliers for fabrication of parts with cost effective and durable alternate material</p>

ASC/N6302. Monitor the quality of incoming materials

NOS Code	ASC/N6302		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	27/08/13
Occupation	Quality Assurance	Next review date	30/07/15

NOS Version Control

National Occupational Standards



Overview

This unit is about evaluation and assessment of existing and new raw material suppliers for technical, quality and capacity competencies

ASC/N6303. Inspect and qualify existing and new suppliers

National Occupational Standard

Unit Code	ASC/N6303
Unit Title (Task)	Audit and qualify existing and new suppliers
Description	This OS unit is about the supplier quality assurance assistant manager ensuring evaluation and assessment of the manufacturing facilities of the existing and new suppliers in coordination with Vendor Development department for assessing their technical , capacity and commercial capabilities
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • auditing procedure for suppliers • updating the supplier rating based on the audit
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Auditing procedure	<p>To be competent , the user/individual on the job must be able to coordinate with team and Vendor development department for auditing the supplier’s facility as per the schedule for the following checkpoints :</p> <p>PC1. Quality :</p> <ul style="list-style-type: none"> • quality management Structure followed (TS16949) • quality assurance through process capability and control (SPC) • quality performance levels being followed by vendor for organization • Capacity& capability of equipment, infrastructure, manpower to be used for parts on order • work instructions display at shop floor • Corrective Action and Preventive Action (CAPA) methodology • change management procedures • APQP guidelines implementation for new product development (PFMEA, CP) • Tier-2 supplier selection and management • customer specifications communication method to Tier -2 suppliers • tooling management system followed • testing and inspection equipments and their incorporation in TS documents • process and product validation , audit schedule and methodology • rework capabilities on-site and methodology followed • identification and traceability procedures • record retention • TPM system implementation (Total Preventive Maintenance) • Evidence of 5S or similar improvement activities on shop floor

ASC/N6303. Inspect and qualify existing and new suppliers

	<ul style="list-style-type: none"> • Health and Safety Policy <p>PC2. Cost :</p> <ul style="list-style-type: none"> • dedicated team for cost improvement • costing methodology • quotation development technique (RFQs response) • accountability for cost of poor quality for customer • warranty agreements • public subsidies or financial support • leveraging Tier-2 suppliers for cost and delivery • cost improvement through lean manufacturing • commodity hedging and price fluctuations • strategic sourcing plans include make/buy studies • investment plans • global sourcing opportunities • currency risk and its effect on material costs <p>PC3. Logistics/Delivery:</p> <ul style="list-style-type: none"> • depth of Electronic Data Interchange (EDI) capabilities • customer’s logistic documentation • process for ordering/receiving/tracking material • service delivery levels • process for identification & management of NPD programs • service delivery levels management for Tier-2 suppliers • competency in system to adapt to market fluctuations • projects for maximizing value addition and minimizing waste reduction • packaging methodology • process for delivering customer service parts • understanding of charge-back process
Updating supplier rating	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC4. update the rating corresponding to each checkpoint as per the organization procedure i.e. 5-point scale , RYG etc.</p> <p>PC5. based on the status for all checkpoints , arrive at the composite score</p> <p>PC6. as per the composite score , upgrade or downgrade the rating of supplier through manual / ERP e.g. SRM module of SAP</p> <p>PC7. in case of very low rating , plan suitable countermeasures from vendor and ensure re-audit of the supplier</p> <p>PC8. if still not satisfactory, immediately convene meetings with top management and discuss about the re-consideration of business with the supplier in coordination with Vendor development department</p> <p>PC9. update the records for the supplier audited in SAP</p>

ASC/N6303. Inspect and qualify existing and new suppliers

	PC10. re-audit the supplier as per the schedule
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. auditing methodology used for supplier evaluation in organization KA2. policies and procedures followed by suppliers for HSE KA3. procedure and protocol for annulment of a contract with supplier KA4. Tier-2 supplier base for the supplier’s organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. checklist for supplier audit KB2. APQP and TS 16949 guidelines KB3. composite score calculation technique KB4. method of updating supplier ratings in SAP KB5. suppliers organization details retrieval methods from SAP KB6. information flow for updating supplier’s records KB7. information systems like SAP , ERP etc.
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to: SA1. communicate with team members for getting the progress for audit of each supplier SA2. conduct telecon / video conferences for discussion on countermeasures implementation if necessary with suppliers
	Teamwork and multitasking
	SA3. distribute workload among team members for performing each supplier’s audit in an efficient and timely manner SA4. share operation knowledge with colleagues
	Presentation skills
	The user/ individual on the job needs to know and understand how to: SA5. present in front of the top management the performance of the supplier in terms of Quality and delivery for their review
B. Professional Skills	Interpretation skills
	The user/ individual on the job needs to know and understand how to: SB1. understand the documentation done by supplier complying to TS 16949 and APQP guidelines (as applicable) SB2. understand the data being mentioned in MIS tool of SAP for material rejections and use it accordingly for rating suppliers SB3. interpret the financial reports of the suppliers’ organization
	Critical thinking
	The user/individual on the job needs to know and understand: SB4. problems (technical and non-technical), disruptions and delays SB5. escalation procedures

ASC/N6303. Inspect and qualify existing and new suppliers

	SB6. to work with a fall back action plan in the event of any issue
	SB7. to think of new and effective methods to keep a check on the supplier performance through SAP
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB8. decide with respect to HSE compliance violations by suppliers and seek support from top management , if required
	SB9. in case of any field failure/warranty issue arising due to malfunctioning of supplier part, accordingly include it in the audit and decide the rating for the supplier

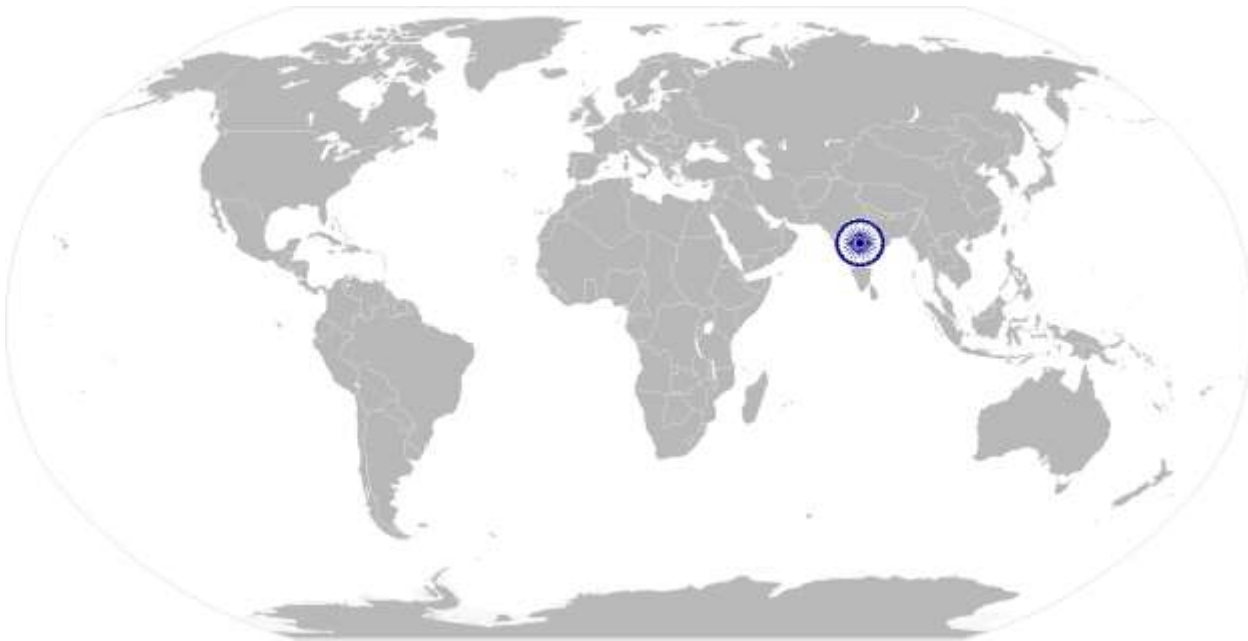
ASC/N6303. Inspect and qualify existing and new suppliers

NOS Code	ASC/N6303		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

NOS Version Control

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

National Occupational Standards



Overview

This unit is about working with the suppliers and implementing cost effective process improvement measures for supplier quality assurance

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

National Occupational Standard	Unit Code	ASC/N6304
	Unit Title (Task)	Collaborate with suppliers for cost reduction and process improvement
	Description	This OS unit is about the supplier quality I/C or manager coordination with suppliers implementing process improvement measures to further enhance cost effectiveness of the supplier quality assurance process
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> analysing the cost of poor quality for suppliers implementing closed loop corrective actions engaging suppliers in quality management systems
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Cost of poor quality	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. measure and track the cost of poor quality (COPQ) levels related to quality suppliers sourced parts/sub-assemblies by taking following into account:</p> <ul style="list-style-type: none"> scrap costs due to poor quality of material received from supplier line shutdown attributed to poor quality of supplier material freight costs due to expedited shipment by suppliers because of delayed delivery of materials warranty expenses due to poor quality of materials from suppliers <p>PC2. compare the calculated COPQ with respect to the target levels decided by supplier quality department</p> <p>PC3. based on the COPQ levels achieved , immediately discuss the same with the suppliers through telecom /meeting</p> <p>PC4. understand the reasons for high/medium levels of COPQ from the respective suppliers and immediately demand the corrective actions implementation</p> <p>PC5. monitor remotely the effectiveness of implemented corrective actions and then re-assess the COPQ levels on daily basis</p> <p>PC6. re- review the progress of the COPQ reduction with the respective supplier based on the corrective actions and repeat the steps PC4. to PC5. till the cost reaches to the desired target levels</p> <p>PC7. share the data on COPQ on periodic basis with the senior management and seek their support in case of any difficulties</p>
	Implementing closed loop corrective actions	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC8. identify discrepancies with respect to the suppliers' material quality , manufacturing process , material performance, delivery etc.</p> <p>PC9. based on the requirements of the organization , prioritise the identified</p>

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

	<p>discrepancies jointly with the supplier and accordingly ensure investigation of the root cause</p> <p>PC10. initiate an investigation with the concerned supplier and properly identify the root cause of the problem using RCA techniques</p> <p>PC11. after identification of root cause , jointly brainstorm and create a list of possible corrective actions (CAPA) like amendments to a documented procedure, upgrading the skill set of an employee through a training and certification process, or recalibrating the manufacturing equipment.</p> <p>PC12. in addition to this , capture the COPQ associated with that non-conformance</p> <p>PC13. use that information to initiate and complete a cost recovery process with a supplier</p> <p>PC14. if required , seek the approval of senior management in case of a critical situation</p> <p>PC15. ensure the implementation of the identified corrective actions and monitor remotely the effectiveness of each by re-auditing the supplier</p> <p>PC16. based on the best results , inform the supplier for the best corrective action and instruct him to implement it on permanent basis</p> <p>PC17. repeat the process from PC8. to PC15. till the major discrepancies identified are resolved</p> <p>PC18. remotely monitor the suppliers’ performance after CAPA implementation for maintaining all the norms related to QCD for the suppliers’ material in control</p>
Engaging suppliers in QMS	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC19. coordinate with suppliers and jointly devise the norms for QCD for the respective suppliers’ materials sourcing</p> <p>PC20. if feasible , provide support to the suppliers to align their processes in such a manner that they should be able to meet the QCD</p> <p>PC21. coordinate jointly and maintain a web based MIS/scorecard/dashboard system for supplier to have continuous access to real time information with respect to suppliers’ performance for QCD targets</p> <p>PC22. transfer information from supplier’s quality system into organization’s quality system through SAP/ERP</p> <p>PC23. collaborate with the small scale suppliers and if possible, implement a web-based quality management system (QMS) at suppliers’ end dedicated for the organization; thereby reducing the cost of ownership for the supplier</p> <p>PC24. ensure that the relevant stakeholders in suppliers’ organization are adequately trained and adept to deliver the requirements of the quality management systems (QMS)</p> <p>PC25. review the methodology of quality management followed by suppliers and ensure that it is in accordance to the requirements prescribed in various QMS systems standards</p> <p>PC26. Review the suppliers process and identify opportunities for CI through</p>

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

	elimination of NVA, introduction of poka yoke, observation of trends in parameters etc.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. products portfolio of the suppliers' organization KA2. auditing methodology used for supplier evaluation in organization KA3. QMS standard procedures and guidelines followed by organisation KA4. policies and procedures followed by suppliers for HSE compliances KA5. Tier-2 supplier base for the supplier's organization KA6. information flow systems followed in suppliers' organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. cost of poor quality (COPQ) calculation methodology KB2. checklist for supplier audit KB3. TS 16949/other QMS system guidelines KB4. composite score calculation technique KB5. CAPA implementation procedure and methodology KB6. RCA analysis techniques KB7. web based QMS system knowledge and methodology of information flow KB8. suppliers organization details retrieval methods from their information systems KB9. information systems like SAP , ERP etc.
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to: SA1. communicate with team members for getting the progress for audit of each supplier SA2. conduct telecon / video conferences for discussion on countermeasures/CAPA implementation if necessary with suppliers SA3. communicate with suppliers for implementation/modification of the information flow for the respective QMS systems
	Teamwork and multitasking
	The user/ individual on the job needs to know and understand how to: SA4. distribute workload among team members for evaluating suppliers' performance SA5. retrieve information from suppliers information system and transfer it into organizations' system SA6. share operation knowledge with colleagues
	Presentation skills
	The user/ individual on the job needs to know and understand how to: SA7. present in front of the top management the performance of the suppliers in terms of Quality and delivery for their review SA8. prepare presentations for understanding of web based QMS systems at suppliers' end

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

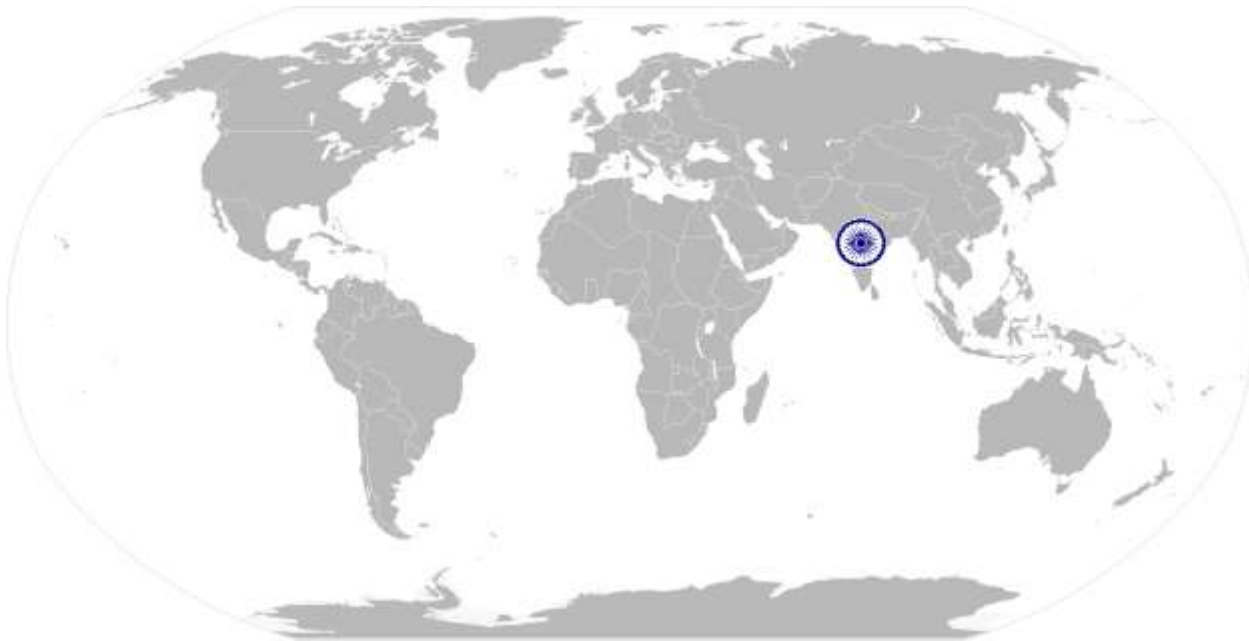
	SA9. share the QCD targets adherence records with senior management and seek their feedback
B. Professional Skills	Interpretation skills
	The user/ individual on the job needs to know and understand how to:
	SB1. understand the documentation done by supplier complying to TS 16949 and other QMS system guidelines (as applicable)
	SB2. understand the various quality data for computation of COPQ
	SB3. interpret the information flow for QMS system followed in suppliers' organization
	Critical thinking
	The user/individual on the job needs to know and understand:
	SB4. problems (technical and non-technical), disruptions and delays
	SB5. escalation procedures
	SB6. to work with a fall back action plan in the event of any discrepancy
	SB7. to think of new and effective methods to keep a check on the supplier performance through various web based information systems
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB8. review the COPQ levels
	SB9. decide with respect to fall back action plan for QMS systems non-adherence by suppliers and seek support from top management , if required

ASC/N6304. Collaborate with suppliers for cost reduction and process improvement

NOS Code	ASC/N6304		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

NOS Version Control

National Occupational Standards



Overview

This unit is about managing the performance of all the suppliers for gaining cost advantages without compromising on the quality of the materials sourced from suppliers.

ASC/N6305. Evaluate and manage performance of suppliers

National Occupational Standard

Unit Code	ASC/N6305
Unit Title (Task)	Evaluate and manage performance of suppliers
Description	This OS unit is about the supplier quality manager working on strategies and techniques jointly with Sourcing/Vendor development for efficiently managing performance of suppliers
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> managing the supplier contracts establishing metrics for supplier performance evaluating supplier performance
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supplier contract management	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. discuss with R&D , Metallurgy department for defining the technical requirements for out sourced parts/sub-assemblies before identifying the key suppliers</p> <p>PC2. ensure that the key suppliers for each part/sub-assembly are identified for all the manufacturing processes in coordination with Sourcing/Vendor development department</p> <p>PC3. prepare a team of the various quality control deputy, assistant managers, QC inspectors etc. assigned for all the parts/sub-assemblies</p> <p>PC4. ensure that the team is briefed about their individual roles and responsibilities</p> <p>PC5. introduce the team to the Sourcing/vendor development department team for better coordination</p> <p>PC6. jointly decide the linkages in supplier contracts with the supplier performance management</p> <p>PC7. provide the quality and operational metrics inputs to the Sourcing/vendor development department for defining the contract terms</p> <p>PC8. based on the market knowledge and specifications of the parts/sub-assemblies to be sourced , discuss in team and provide inputs for unit costs to Sourcing/Vendor development department</p>
Supplier performance metrics	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC9. convene a meeting of team and the team from Sourcing and Vendor development/Sourcing team to discuss and finalize the Service Level Agreements (SLAs) for the supplier contracts</p> <p>PC10. seek the approval of senior management for the finalized supplier contract guidelines</p> <p>PC11. discuss with team the various performance metrics to be developed for</p>

ASC/N6305. Evaluate and manage performance of suppliers

	<p>suppliers performance for following parameters:</p> <p>PC12. Quality :</p> <ul style="list-style-type: none">• 5S implementation• Percentage of Non conformance• Avg. Corrective actions /8D response time• Avg. Corrective actions /8D resolution time• Past due reports/8D s• On-time reports/ 8Ds <p>PC13. Delivery :</p> <ul style="list-style-type: none">• Percentage of On-time delivery• Percentage of late deliveries• Percentage of line items not shipped on time• Percentage of line items shipped on time• Actual v/s quoted lead time <p>PC14. Cost :</p> <ul style="list-style-type: none">• Percentage of total cost reduction Y-O-Y• Total cost reduction Y-O-Y <p>PC15. Responsiveness :</p> <ul style="list-style-type: none">• Emergency requests for part change• Emergency orders requested v/s shipped• Compliance to payment terms• Overall communications <p>PC16. Innovation :</p> <ul style="list-style-type: none">• technical and process improvements• best practice sharing• Cost savings• revenue enhancement <p>PC17. Risk:</p> <ul style="list-style-type: none">• Root cause and non-conformance incidents• Political events• product availability• distance from source• industry capacity• technology change• financial instability
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ASC/N6305. Evaluate and manage performance of suppliers

	<p>PC18. CSR :</p> <ul style="list-style-type: none"> • total recordable incidents • days away from work cases • fatality and work safety initiatives • Green initiatives <p>PC19. Customer complaints :</p> <ul style="list-style-type: none"> • COPQ associated with product returns <p>PC20. if required , work with team to design an internal supplier certification program and determine the compliance requirements for all the suppliers</p>
Evaluating supplier performance	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC21. develop a supplier scorecard/MIS/KPIs system for evaluation of the suppliers' performance for all the metrics in line with the prescribed QMS and HSE systems</p> <p>PC22. if required , coordinate with internal IT team and ensure integration of the above mentioned performance evaluation system into the information flow systems like SAP/ERP etc. to have a real time access to supplier performance status</p> <p>PC23. once designed , discuss with Sourcing / Vendor Development team about the evaluation system and based on their inputs , finalize the system</p> <p>PC24. coordinate with the internal supplier quality team and Vendor development/Sourcing and get prepared a comprehensive supplier audit schedule for assessment</p> <p>PC25. prepare the budget for the supplier quality assurance department activities with team and seek the approval of Finance department and senior management</p> <p>PC26. ensure the evaluation of suppliers through the decided methodology as per the schedule</p> <p>PC27. ensure that the PPAPs documents have been received for all the approved suppliers and are as per the QMS guidelines</p> <p>PC28. ensure the team has upgraded or downgraded the ratings of suppliers in the SAP/ERP system after the audit</p> <p>PC29. based on the results obtained from supplier evaluation , convene meetings with the team and discuss about continuation/annulment of the supplier</p> <p>PC30. communicate the decisions made to the Sourcing / Vendor development team and jointly implement the action plan</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. future business plans of the organization</p> <p>KA2. products portfolio of the suppliers' organization</p> <p>KA3. auditing methodology used for supplier evaluation</p>

ASC/N6305. Evaluate and manage performance of suppliers

organization and its processes)	<p>KA4. QMS standard procedures and guidelines followed by organization</p> <p>KA5. supplier performance evaluation methodology</p> <p>KA6. supplier contract management system followed in organization</p> <p>KA7. policies and procedures followed by suppliers for HSE compliances</p> <p>KA8. Tier-2 supplier base for the supplier’s organization</p> <p>KA9. information flow systems followed in suppliers’ organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. supplier performance metrics</p> <p>KB2. supplier performance measurement process techniques like Supplier scorecard/MIS/KPIs etc.</p> <p>KB3. supplier contract terms</p> <p>KB4. PPAP documentation</p> <p>KB5. cost of poor quality (COPQ) calculation methodology</p> <p>KB6. supplier audit methodology</p> <p>KB7. TS 16949/other QMS system guidelines</p> <p>KB8. charge back rates</p> <p>KB9. customs/import/other duties levied for overseas suppliers</p> <p>KB10. product unit cost calculation systems followed by Sourcing team</p> <p>KB11. composite score calculation technique</p> <p>KB12. SCAR reporting format</p> <p>KB13. QMS systems methodology of information flow</p> <p>KB14. information systems like SAP , ERP etc.</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. communicate with Sourcing/Vendor development department for contract management and linking with performance metrics</p> <p>SA2. communicate with team members for getting the progress for supplier quality assurance activities undertaken by each team member</p> <p>SA3. communicate with Metallurgy and R&D department for various technical requirements</p> <p>SA4. communicate with internal IT team for supplier performance data integration</p> <p>SA5. conduct telecon / video conferences for discussion on countermeasures implementation if necessary with suppliers</p> <p>SA6. communicate with Marketing/internal customers for suppliers’ material field failures/warranty issues etc. for suppliers’ performance measurement</p> <p>SA7. communicate with senior management for support required for supplier quality assurance activities</p>
	Teamwork and multitasking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA8. decide the various performance metrics for supplier management among the team members and in coordination with Sourcing department</p> <p>SA9. distribute workload among team members for evaluating suppliers’ performance</p>

ASC/N6305. Evaluate and manage performance of suppliers

	SA10. share operation knowledge with colleagues
	Presentation skills
	The user/ individual on the job needs to know and understand how to: SA11. present in front of the top management the performance of the suppliers metrics wise for their review
B. Professional Skills	Interpretation skills
	The user/ individual on the job needs to know and understand how to: SB1. understand the documentation done by supplier complying to TS 16949 and other QMS system guidelines (as applicable) SB2. understand the various quality data for computation of COPQ SB3. interpret the data recorded in various supplier performance measurement tools SB4. interpret the information flow for QMS system followed in suppliers' organization SB5. analyze the various cost components of COPQ and their computation
	Critical thinking
	The user/individual on the job needs to know and understand: SB6. action plans for resolution of problems (technical and non-technical), disruptions and delays SB7. escalation procedures SB8. to work with a fall back action plan in the event of any discrepancy SB9. to think of new and effective methods to keep a check on the supplier performance SB10. manage risk at suppliers' organization in event of any natural/political/economic crisis situations
	Decision Making
	The user/individual on the job needs to know and understand how to: SB11. review the suppliers' performance and decide the fall back action plan in case of any serious non-compliance issues SB12. decide with respect to fall back action plan for QMS systems non-adherence by suppliers and seek support from top management , if required SB13. discuss with Metallurgy and R&D department for development of outsourced parts/sub-assemblies using cost effective alternate material of construction SB14. decide with Sourcing/Vendor development department the alternate supplier base for the outsourced parts/sub-assemblies

ASC/N6305. Evaluate and manage performance of suppliers

NOS Version Control

NOS Code	ASC/N6305		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

ASC/N0002. Work effectively in a team

National Occupational Standards



Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organization.

ASC/N0002. Work effectively in a team

National Occupational Standard	Unit Code	ASC/ N 0002
	Unit Title (Task)	Work effectively in a team
	Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
	Scope	This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> • Superiors • Members of own work group • People in other work groups within or outside the organisation Communicate: <ul style="list-style-type: none"> • Face-to-face • By telephone • In writing
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	To be competent, the user/individual on the job must be able to: <p>PC1. Maintain clear communication with colleagues</p> <p>PC2. Work with colleagues</p> <p>PC3. Pass on information to colleagues in line with organisational requirements</p> <p>PC4. Work in ways that show respect for colleagues</p> <p>PC5. Carry out commitments made to colleagues</p> <p>PC6. Let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. Identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. Follow the organisation's policies and procedures for working with colleagues</p> <p>PC9. Ability to share resources with other members as per priority of tasks</p>
	B. Optional	N.A.
	Knowledge and Understanding (K)w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. The organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. The importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. Different methods of communication and the circumstances in</p>	

ASC/N0002. Work effectively in a team

	<p>which it is appropriate to use these</p> <p>KA4. The importance of creating an environment of trust and mutual respect</p> <p>KA5. The implications of own work on the work and schedule of others</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. The importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. Complete written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Listen effectively and orally communicate information
	SA4. Ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job needs to know and understand how to:
SB1. Make decisions on a suitable course of action or responsekeeping in view resource utilization while meeting commitments	
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. Plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. Check that the work meets customer requirements
SB4. Deliver consistent and reliable service to customers	
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Apply problem solving approaches in different situations
B. Professional Skills	Critical Thinking
	The user/individual on the job needs to know and understand how to:

ASC/N0002. Work effectively in a team

	SB6. Apply balanced judgments to different situations
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NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

ASC/N0006 Maintain a healthy ,safe and secure working environment

National Occupational Standards



Overview

This unit is about establishing a Safe, Healthy and Environment friendly workplace at the organization and supplier's shop floor

ASC/N0006 Maintain a healthy ,safe and secure working environment

National Occupational Standard	Unit Code	ASC/N0006
	Unit Title (Task)	Maintain a healthy , safe and secure working environment
	Description	This OS unit is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area of the organization and vendor’s shop floor, following practices which are not impacting the environment in a negative manner
	Scope	This unit/task covers the following: Types of processes: <ul style="list-style-type: none"> • supplier organization • Supplier Quality Assurance Types of products <ul style="list-style-type: none"> • individual child parts • part assemblies
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Identify and report the risks identified	To be competent , the user/individual on the job must be able to : <ul style="list-style-type: none"> PC1. identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise PC2. inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc PC3. inform the concerned authorities about damages which can potentially harm man/ machine during operations PC4. create awareness amongst other by sharing information on the identified risks 	
Create and sustain a Safe, clean and environment friendly work place	<ul style="list-style-type: none"> PC5. follow the instructions given on the equipment manual describing the operating process of the equipments PC6. follow the Safety, Health and Environment related practices developed by the organization PC7. operate the machine using the recommended Personal Protective Equipments (PPE) PC8. maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc PC9. maintain high standards of personal hygiene at the work place PC10. ensure that the waste disposal takes place in the designated area as per organization SOP 	

ASC/N0006 Maintain a healthy ,safe and secure working environment

	PC11. inform appropriately the medical officer/ HR in case of self or an employee's illness of contagious nature so that preventive actions can be planned for others
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to Health, Safety and Environment followed in the company
A. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. basic knowledge of Safety procedures(fire fighting, first aid) within the organization KB2. basic knowledge of various types of PPEs and their usage KB3. basic knowledge of risks associated with each occupation in the organization KB4. knowledge of personal hygiene and how an individual can contribute towards creating a highly safe and clean working environment
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. write basic level notes and observations
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read safety instructions put up across the plant premises SA3. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associate with the equipment
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. effectively communicate information to team members and Inform employees in the plant and concerned functions about potentials Safety, Health and Environment related risks observed SA5. question operator/ supervisor in order to understand the safety related issues SA6. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
B. Professional Skills	Judgmental Thinking
	The user/individual on the job needs to know and understand how to:

ASC/N0006 Maintain a healthy ,safe and secure working environment

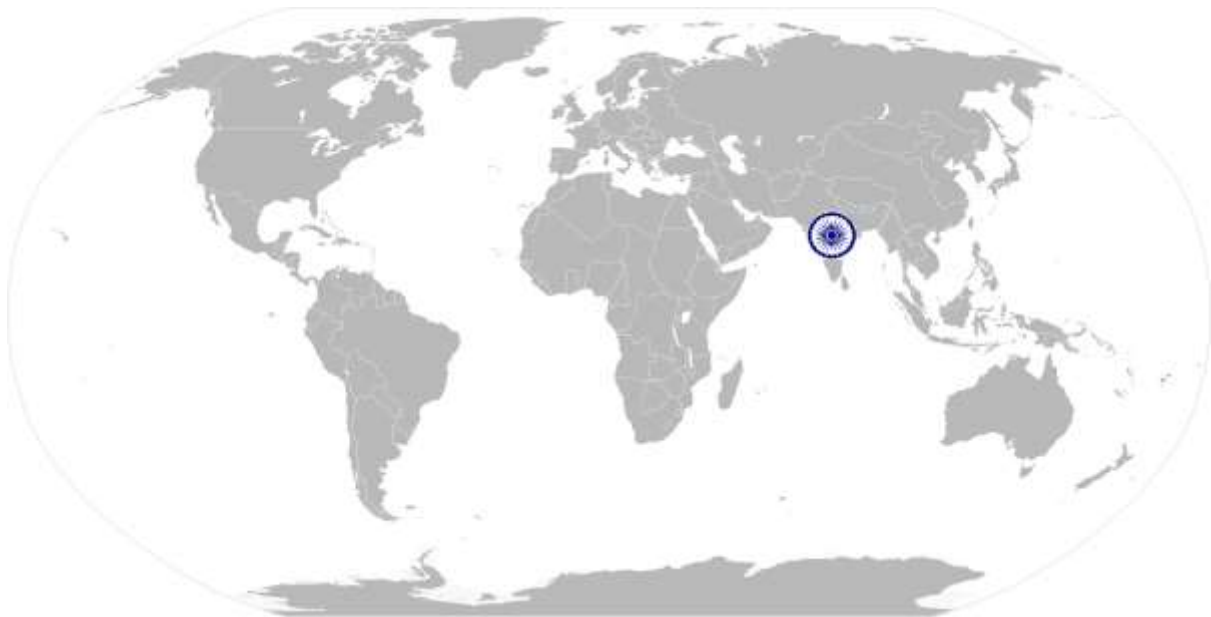
	<p>SB1. use common sense and make judgments during day to day basis</p> <p>SB2. use reasoning skills to identify and resolve basic problems</p>
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NOS Version Control

NOS Code	ASC/N0006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/08/13
Occupation	Quality Assurance	Next review date	30/07/15

ASC/N0022: Ensure implementation of 5S activities at work premises

National Occupational Standard



Overview

This unit is about the implementing the various principles of 5S and ensure that the given guidelines are followed to ensure a clean and efficient working environment in the organization

ASC/N0022: Ensure implementation of 5S activities at work premises

National Occupational Standard

Unit Code	ASC/N0022
Unit Title (Task)	Ensure implementation of 5S activities at the work premises.
Description	This NOS is about overseeing the implementation of all 5 S activities both at the shop floor and the office area by the team members and training the team in implementation of the 5S principles
Scope	The individual needs to <ul style="list-style-type: none"> • Ensure sorting, streamlining/ organizing, storage and documentation, systematic cleaning, standardization and sustenance across the plant and office premises of the organization as given in the organization guidelines
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ensure proper sorting of items at the work place	<p>PC1. Ensure all recyclable materials are put in designated containers</p> <p>PC2. Ensure no Tools, fixtures & jigs are lying on workstations unless in use and no un-necessary items is lying on workbenches or work surfaces unless in use</p> <p>PC3. Ensure that the operators and other team members are segregating the waste in hazardous/ Non Hazardous waste as per the sorting work instructions</p> <p>PC4. Ensure that all the operators are following the technique of waste disposal and waste storage in the designated bins</p> <p>PC5. Segregate the items which are labelled at red tag items for the process area and keep them in the correct places</p> <p>PC6. Ensure that all the tools/ equipment/ fasteners/ spare parts are arranged as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions</p> <p>PC7. Check for return of any type of extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area</p> <p>PC8. Oversee removal of unnecessary equipment, storage, furniture, unneeded inventory, supplies, parts and material</p> <p>PC9. Ensure that areas of material storage areas are not overflowing</p> <p>PC10. Ensure proper stacking and storage of the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required</p>
Ensure proper documentation and storage – streamlining & organizing the workplace	<p>PC11. Ensure that the team follows the given instructions and checks for labelling of fluids, oils, lubricants, solvents, chemicals etc. and proper storage of the same to avoid spillage, leakage, fire etc.</p> <p>PC12. Make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions</p> <p>PC13. Ensure that organizing the workplace takes place with due considerations to the principles of wasted motions, ergonomics, work & method study .</p>

ASC/N0022: Ensure implementation of 5S activities at work premises

<p>Ensure cleaning of self and the work place</p>	<p>PC14. Ensure that the area has floors swept, machinery clean and is generally neat and tidy. In case of cleaning, ensure that correct displays are maintained on the floor which indicate potential safety hazards</p> <p>PC15. Ensure workbenches and work surfaces are clean and in good condition</p> <p>PC16. Ensure adherence to the cleaning schedule for the lighting system to ensure proper illumination</p> <p>PC17. Ensure self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene</p>
<p>Ensure standardization</p>	<p>PC18. Ensure that daily cleaning standards and schedules to create a clean working environment are followed across the plant</p> <p>PC19. Oversee that various cleaning and organizing tasks have been developed and assigned for the work area</p> <p>PC20. Ensure logical and user friendly documentation and file management for all activities across the plant and create guidelines around standardization of processes</p> <p>PC21. Ensure timely creation and sharing of the 5S checklists</p> <p>PC22. Ensure that the 5S manual are available as per the timelines</p>
<p>Ensure sustenance</p>	<p>PC23. Ensure team cooperation during the audit of 5 S activities</p> <p>PC24. Ensure that workmen are periodically trained to address challenges related to 5S</p> <p>PC25. Participate actively in employee work groups on 5S and encourage team members for active participation</p> <p>PC26. Oversee that the staff/operators are trained and fully understand 5s procedures</p> <p>PC27. Ensure that all the guidelines for What to do and What not to do to build sustainability in 5S are mentioned in the 5S check lists/ work instructions and are easily searchable</p> <p>PC28. Ensure continuous training of the team members on 5S in order to increase their awareness and support implementation</p> <p>PC29. Ensure that all visual controls, notice boards, symbols etc. at the manufacturing place are created, working and are put up as per the requirement</p>
<p>Knowledge and Understanding (K) w.r.t. the scope</p>	
<p>Element</p>	<p>Knowledge and Understanding</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. relevant standards, procedures and policies related to 5S followed in the company</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to :</p> <p>KB5. have basic knowledge of 5S procedures</p> <p>KB6. know various types 5s practices followed in various areas</p>

ASC/N0022: Ensure implementation of 5S activities at work premises

	<p>KB7. understand the 5S checklists provided in the department/ team</p> <p>KB8. have skills to identify useful & non useful items</p> <p>KB9. have knowledge of labels , signs & colours used as indicators</p> <p>KB10. Have knowledge on how to sort and store various types of tools, equipment, material etc.</p> <p>KB11. know , how to identify various types of waste products</p> <p>KB12. understand the impact of waste/ dirt/ dust/unwanted substances on the process/ environment/ machinery/ human body</p> <p>KB13. have knowledge of best and environment protective ways of cleaning & waste disposal</p> <p>KB14. understand the importance of standardization in processes</p> <p>KB15. understand the importance of sustainability in 5S</p> <p>KB16. have knowledge of TQM process</p> <p>KB17. have knowledge of various materials and storage norms</p> <p>KB18. understand visual controls, symbols, graphs etc.</p>
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA7. write basic level notes and observations SA8. note down observations (if any) related to the process SA9. write information documents to internal departments/ internal teams
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA10. read 5S instructions put up across the plant premises
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. effectively communicate information to team members inform employees in the plant and concerned functions about 5S SA12. question the process head in order to understand the 5S related issues SA13. attentively listen with full attention and comprehend the information given by the speaker during 5S training programs
B. Professional Skills	Judgmental Thinking
	The user/individual on the job needs to know and understand how to: SB3. use common sense and make judgments during day to day basis SB4. use reasoning skills to identify and resolve basic problems using 5S
	Persuasion

ASC/N0022: Ensure implementation of 5S activities at work premises

	<p>The user/ individual on the jobs needs to know and understand how to:</p> <p>SB5. persuade team members to follow 5 S</p> <p>SB6. ensure that the team members understand the importance of using 5 S tool</p>
	<p>Creativity</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB7. use innovative skills to perform and manage 5 S activities at the work desk and the shop floor</p> <p>SB8. exhibit inquisitive behaviour to seek feedback and question on the existing set patterns of work emerge, techniques in CA/CI around 5 S work practices</p>
	<p>Self -Discipline</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. do what is right, not what is a popular practice</p> <p>SB10. follow shop floor rules& regulations and avoid deviations</p> <p>SB11. lead by example in the plant premises while performing activities related to 5S</p> <p>SB12. ensure self-cleanliness on a daily basis</p> <p>SB13. demonstrate the will to keep the work area in a clean and orderly manner</p>
	<p>Ownership</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. accept additional responsibility for self and the team</p> <p>SB15. encourage self and other to take greater responsibilities for managing 5S</p> <p>SB16. identify obstacles and bottlenecks in the process and find basic level solutions for removing these obstacles</p>
	<p>Decision making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. use previous experience in resolving problems and taking decisions</p> <p>SB18. make timely and independent decisions on the line/ shift within the boundaries of the delegation matrix of the organization</p>

ASC/N0022: Ensure implementation of 5S activities at work premises

NOS Code	ASC/N0022		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	1/03/2014
Industry Sub-sector	Manufacturing/ R&D	Last reviewed on	15/03/2014
Occupation	All	Next review date	15/03/2016

