

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR APPAREL, MADE-UP'S AND HOME FURNISHING SECTOR

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 – Quality Assessor

SECTOR: APPAREL, MADE-UP'S AND HOME FURNISHING

SUB-SECTOR: APPAREL

OCCUPATION: Quality Assessment

REFERENCE ID: AMH/Q1701

ALIGNED TO: NCO-2004 /8263.90

Brief Job Description:

The Quality Assessor should be able to carry out Quality control / Quality assurance processes, understanding product and processes required at various stages of production for meeting the expectations of final customers.

Personal Attributes:

The individual must have understanding of the processes. He should have clarity of standards and must uphold the process integrity. He must work as a team and try and build quality rather than control quality.

Job Details	Qualifications Pack Code	AMH/Q1701		
	Job Role	Quality Assessor		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/14
	Sub-sector	Apparel	Last reviewed on	17/10/14
	Occupation	Quality Assessment	Next review date	30/12/15
	NSQC Clearance On*	20/07/15		

Job Role	Quality Assessor
Role Description	A Quality Assessor carries out quality assurance /quality control procedures in the sampling, pre-production, during production, and post production stages, reports deviations and prevents quality failures.
NSQF level	5
Minimum Educational Qualifications	10+2 pass/Equivalent, preferably
Maximum Educational Qualifications	N/A
Training (Suggested but not mandatory)	Quality Systems (Six Sigma, TQM)
Minimum Job Entry Age	18 years
Experience	1-2 years of work experience/internship in Quality Assessment preferably
National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> AMH/N1701 (Understand and Comply with Product Specification, Process and Procedure) AMH/N1702 (Conduct Quality Assurance Procedure) AMH/N1703(Analyze and manage Quality Issues) AMH/N0103 (Maintain health, safety and security at workplace) AMH/N1705(Follow regulatory and company's rules) Optional: Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

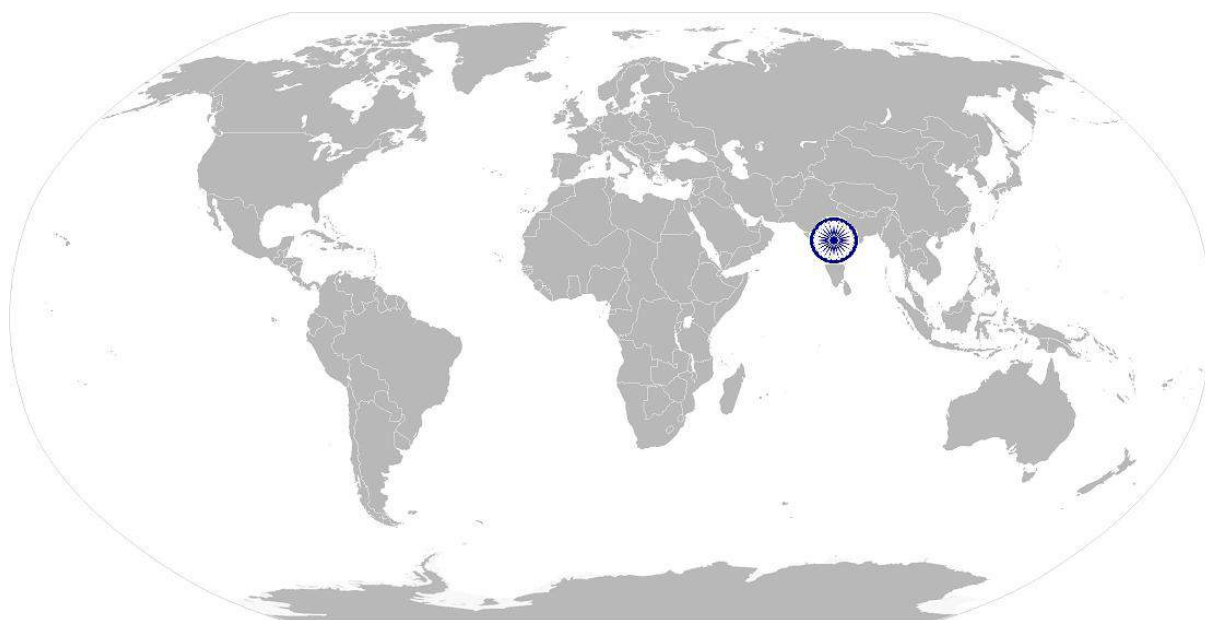
Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	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.
	Sub-functions	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 organization.
	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 (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(QP)	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 OS unit, which can be denoted with either an 'O' or 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 the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
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/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

AMH/N1701 Understand and Comply with Product Specification, Process and Procedure

National Occupational Standard



Overview

This unit is about the understanding of product specification, the process & procedure

AMH/N1701 Understand and Comply with Product Specification, Process and Procedure

National Occupational Standard	Unit Code	AMH/N1701
	Unit Title (Task)	Understand and Comply with Product Specification, Process and Procedure
	Description	This unit is about the understanding of product specification, the process & procedure
	Scope	This unit/task covers the following: Product and Process Details : >Material Understanding may involve: <ul style="list-style-type: none"> • Fabric Quality • Accessories & Trims • Packing Material
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Understanding Product and Process Details	To be competent, you must be able to: PC1. Refer & analyse the Tech Pack and Reference Samples to evaluate production quality PC2. Evaluate the Fabric / Accessories / Quality reports tested internally or externally PC3. Plan Checks points where Quality Control has to be exercised in Consultation with the immediate supervisor PC4. Refer / Evolve and document tolerances for process or raw material in consultation with immediate supervisor. PC5. Receive communicate to all concerned the relevant standards. PC6. Ensure that the standards have been clearly understood and seek confirmation of the same. PC7. Communicate proactively if the systems are not producing the desired outcome. PC8. Keep all the reference samples and reference manuals accessible and in a good condition. PC9. Ensure correct and updated formats for creating quality related records and reports are being used. PC10. Obtain help or advice from appropriate people, where necessary PC11. Understand and analyse the garment construction process PC12. Understand and analyse the garment finishing & packing standards & processes
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization)	You need to know and understand: KA1. Buyers Requirements of quality standards and Inspection Methodologies KA2. Reporting procedures and formats and their periodicity KA3. Defect Classification Critical and Non Critical Defects. KA4. Defect with relation to critical defect zones KA5. Escalation Matrix of who to refer problems to when they are out of control

AMH/N1701 Understand and Comply with Product Specification, Process and Procedure

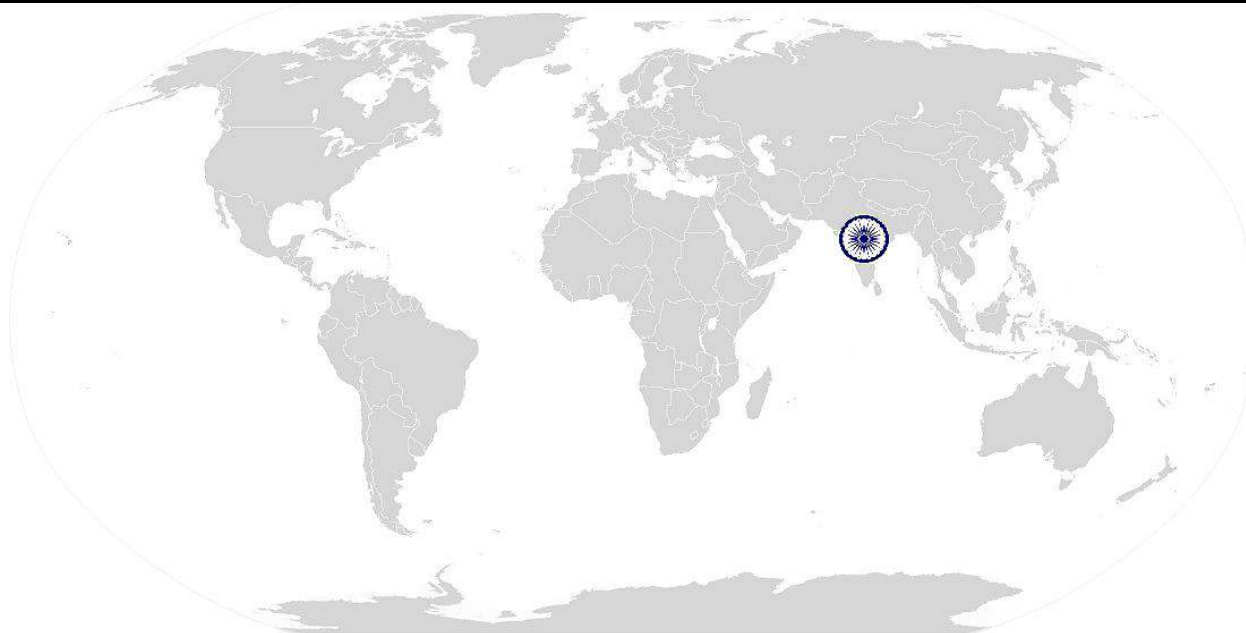
and its processes)	<p>KA6. Your organization's tools, templates and processes for recording and monitoring process confirmation and deviations</p> <p>KA7. Interdepartmental material movement procedure</p> <p>KA8. Compliance for Vendors</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. Statistical Process Control & Statistical Quality Control</p> <p>KB2. Raw material components and their Specifications</p> <p>KB3. Inspection and Quality Control Procedures</p> <p>KB4. Test Reports</p> <p>KB5. Critical and non-Critical defects</p> <p>KB6. Procedural Understanding:</p> <ul style="list-style-type: none"> • Product Specification & Tech packs • Reference Sample and Approved Samples • Checking Procedures and tolerances • Reports and Compliances • Instructions and Communication with team members • Major Deviations and stopping the process <p>Appropriate people:</p> <ul style="list-style-type: none"> • Quality Head • Departmental Heads • Line Supervisors • Quality Heads • Production Planning Head • Merchandiser <p>KB7. Sampling Procedure</p> <p>KB8. Reference Samples & Tech Packs</p> <p>KB9. Procedure to carry out quality control / quality assurance processes</p> <p>KB10. Knowledge of final quality audit procedures.</p> <p>KB11. Interdepartmental Material movement</p> <p>KB12. Material Issued and received from vendor</p> <p>Glossary of Terminology</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. Fill in the information required to communicate the level of quality</p> <p>SA2. Communicate with others in writing</p> <p>SA3. Use the accurate terminology</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA4. Follow manuals/procedures/and compliance policies</p> <p>SA5. Update actively with modifications through written print and mail communication (digital)</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p>

AMH/N1701 Understand and Comply with Product Specification, Process and Procedure

	<p>SA6. Listen effectively and orally communicate information accurately</p> <p>SA7. Communicate proactively on critical issues</p>
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. Follow rule-based decision-making processes
	SB2. Make decisions on a suitable course of action or response
	SB3. Identify situation that need escalation on quality issues and seek intervention
	Plan and Organize
	You need to know and understand how to:
	SB4. Plan and organize your work to achieve targets and deadlines
	SB5. Consult and coordinate for effective delivery
	Customer Centricity
NA	
Problem Solving	
You need to know and understand how to:	
SB6. Apply problem-solving approaches in different situations	
SB7. Refer anomalies to the particular personnel	
SB8. Seek clarification on problems from others	
Analytical Thinking	
You need to know and understand how to:	
SB9. Analyze needs, requirements and dependencies in order to meet your work requirements	
SB10. Seek participation of members from Quality, Production, Audit or any other team for effective solutions	
Critical Thinking	
You need to know and understand how to:	
SB11. Provide opinions on work in a detailed and constructive way to the concerned personnel	
SB12. Apply balance judgments to different situations	

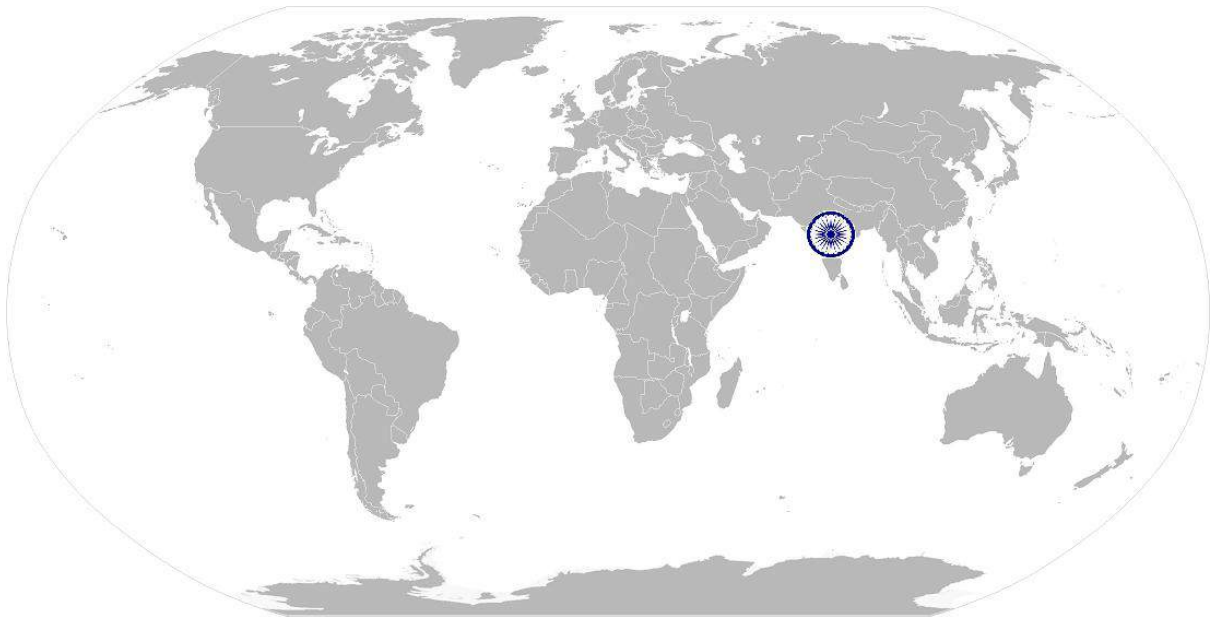
AMH/N1701 Understand and Comply with Product Specification, Process and Procedure
NOS Version Control

NOS Code	AMH/N1701		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Quality Assessment	Next review date	30/12/15



AMH/N1702 Conduct Quality Assurance Procedure

National Occupational Standard



Overview

This unit provides knowledge and understanding required to conduct the quality assessment of products

AMH/N1702 Conduct Quality Assurance Procedure

National Occupational Standard	Unit Code	AMH/N1702
	Unit Title (Task)	Conduct Quality Assurance Procedure
	Description	This unit provides knowledge and understanding required to conduct the quality assessment of products
	Scope	This unit/task covers the following: Following Work requirements & quality assurance procedures
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Follow work requirements & Quality Assurance procedures	To be competent, you must be able to: PC1. Establish Checkpoints at / between work stations at appropriate points PC2. Keep the work area organized. PC3. The pace of decision making should be time bound and not disrupt the material flow frequently PC4. Treat confidential information correctly PC5. Work in line with your organization's policies and procedures PC6. Work within the limits of your job role PC7. Obtain guidance from appropriate people, where necessary PC8. Ensure your work meets the agreed requirements PC9. Consult your immediate supervisor frequently and proactively PC10. Evolve levels of decision making in consultation with the Line of Command and communicate the same PC11. Ensure process like segregation and material flow are followed strictly PC12. Build process of Quality Control approval on each products through quality Control stickers or any other marking material PC.13 Build accountability for wrong Quality approved or right quality disapproved PC.14 Be aware and build awareness about the cost of quality and control adequately
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. Limits of your responsibilities and when to involve others KA3. Your specific work requirements and who these must be agreed with KA4. The importance of handling material properly so the process does not throw up more defects KA5. Prioritize your workload according to criticality of the issues the benefits of this KA6. Your organization's policies and procedures for dealing with confidential information and the importance of complying with these KA7. The purpose of keeping others updated with the progress of your work

AMH/N1702 Conduct Quality Assurance Procedure

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. The right acceptable outgoing quality and systems to achieve the same</p> <p>KB2. Procedure of Inspection Sampling wherever applicable</p> <p>KB3. Garment Construction Methodology</p> <p>KB4. Resources:</p> <ul style="list-style-type: none"> • Reference Samples • Spec Sheets / Tech Packs • Historic data on previous styles • Templates / Reporting Formats • Defect Marking materials (Stickers / Colour Coded Stickers / Tags) <p>KB5. Appropriate people:</p> <ul style="list-style-type: none"> • Line Supervisor • Maintenance Personnel • Sampling / Industrial Engineering Personnel • Quality Head / Other reporting authorities
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. Complete accurate well written work</p> <p>SA2. Communicate with others in writing</p> <p>SA3. Filling details and compiling reports on quality</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA4. Follow guidelines/procedures/rules</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA5. Listen effectively and orally communicate information accurately</p> <p>SA6. Ask for clarification and advice from others in the team and heads</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB6. Follow rule-based decision-making processes</p> <p>SB7. Make decisions on a suitable course of action or response</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB8. Plan and organize your work to achieve targets and deadlines</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB9. Apply problem-solving approaches in different situations</p> <p>SB10. Refer anomalies to the particular personnel</p> <p>SB11. Seek clarification on problems from others</p> <p>Analytical Thinking</p>

AMH/N1702 Conduct Quality Assurance Procedure

	You need to know and understand how to: SB12. Analyze the cutting process SB13. Analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB14. Provide opinions on work in a detailed and constructive way to the concerned personnel SB15. Apply balance judgments to different situations

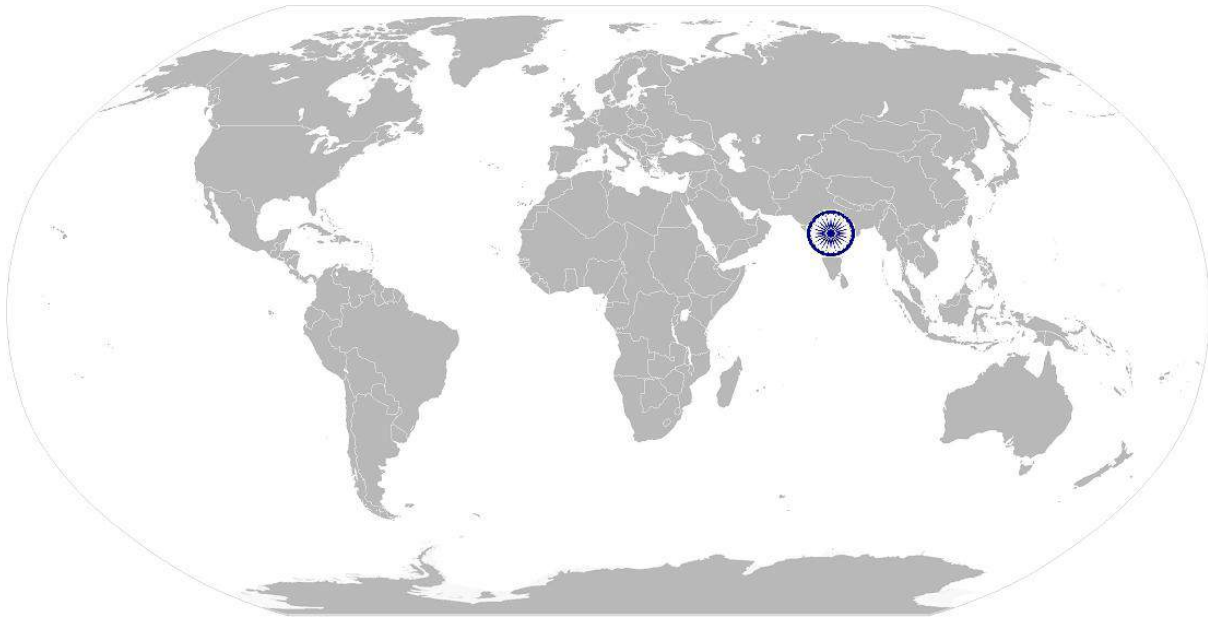
NOS Version Control

NOS Code	AMH/N1702		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Quality Assessment	Next review date	30/12/15

AMH/N1703

Analyze and Manage Quality Issues

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze and manage the quality issues

AMH/N1703
Analyze and Manage Quality Issues

National Occupational Standard	Unit Code	AMH/N1703
	Unit Title (Task)	Analyze and Manage Quality Issues
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze and manage the quality issues
	Scope	This unit/task covers the following: Method & Tools to analyze the quality issues
	Performance Criteria (PC) w.r. to the Scope	
	Elements	Performance Criteria
	Method & Tools to analyze the quality issues	To be competent, the user/individual on the job must be able to: PC1. Communicate to all concerned about the relevant standards. PC2. Identify and use best quality tools PC3. Interpret the standards for a garment construction PC4. Ensure that the standards have been clearly understood and seek confirmation of the same. PC5. Communicate proactively if the systems are not producing the desired outcome. PC6. Keep all the reference samples and reference manuals accessible and in a good condition. PC7. Ensure correct and updated formats for creating quality related records and reports are being used.
	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. Your organization's policies, procedures, guidelines, buyer's requirements at various stages of production. KA2. Different Quality systems that buyers specify. KA3. The process of reporting quality related problem. KA4. The limits of your role and responsibilities in relation to the quality function requests/incidents KA5. Escalation Matrix of reporting when issues are outside the limit of your authority KA6. Your organization's and buyers specified tools, templates and processes for recording and monitoring processes KA7. your organization's and buyers guidelines and standard scripts for resolving quality related issues and how to use these KA8. Your organization's knowledge base and how to use and update

AMH/N1703

Analyze and Manage Quality Issues

<p>B. Technical/ Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Quality specifications with respect to different material</p> <p>KB2. The Quality compliances to be fulfilled prior to Material movement</p> <p>KB3. Accurate terminology to report deviation in Quality</p> <p>KB4. Underlying principles of Quality Systems</p> <p>KB5. Concepts of Rework and right first time</p> <p>KB6. Classification of Defects</p> <p>KB7. Specification Sheets</p> <p>KB8. Appropriate people:</p> <ul style="list-style-type: none"> • Quality Head • Departmental Heads • Line Supervisors • Quality Heads • Production Planning Head • Merchandiser • Operators • Quality Assessors / Quality Checkers
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. Complete accurate well written work with attention to detail</p> <p>SA2. Communicate with others in writing</p> <p>SA3. Complete reports accurately in the prescribed format</p> <p>Reading Skills</p> <p>You need to know and understand</p> <p>SA4. Spec Sheets /Manuals /Tech Packs and Bill of Material/ Comments on Sample at various stages of Approval</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA5. Listen effectively and orally communicate information accurately</p> <p>SA6. Ask for clarification and advice from superiors</p> <p>SA7. Ensuring proactively that your communication is clearly understood</p> <p>SA8. Be integral and articulate about quality requirement</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. Follow rule-based decision-making processes</p> <p>SB2. Make decisions on a suitable course of action or response without disrupting material /process flow frequently</p> <p>SB3. Communicating decisions immediately to team members</p> <p>SB4. Be neutral in decision making</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB5. Plan and organize your work to achieve desired Quality Standards and output</p>

AMH/N1703

Analyze and Manage Quality Issues

	Customer Centricity
	NA
	Problem Solving
	You need to know and understand how to:
	SB6. Apply problem-solving approaches in different situations provide solutions without disrupting process flow frequently
	SB7. Refer anomalies to the supervisor SB8. Seek clarification on problems from others SB9. Evolve solutions to problems through consensus
Analytical Thinking	
You need to know and understand how to:	
SB10. Analyze data and activities SB11. Configure data and disseminate relevant information to others SB12. pass on relevant information to others	
Critical Thinking	
You need to know and understand how to:	
SB13. Provide opinions on work in a detailed and constructive way SB14. Apply balance judgments to different situations SB15. Apply Quality perspectives in the thought process	

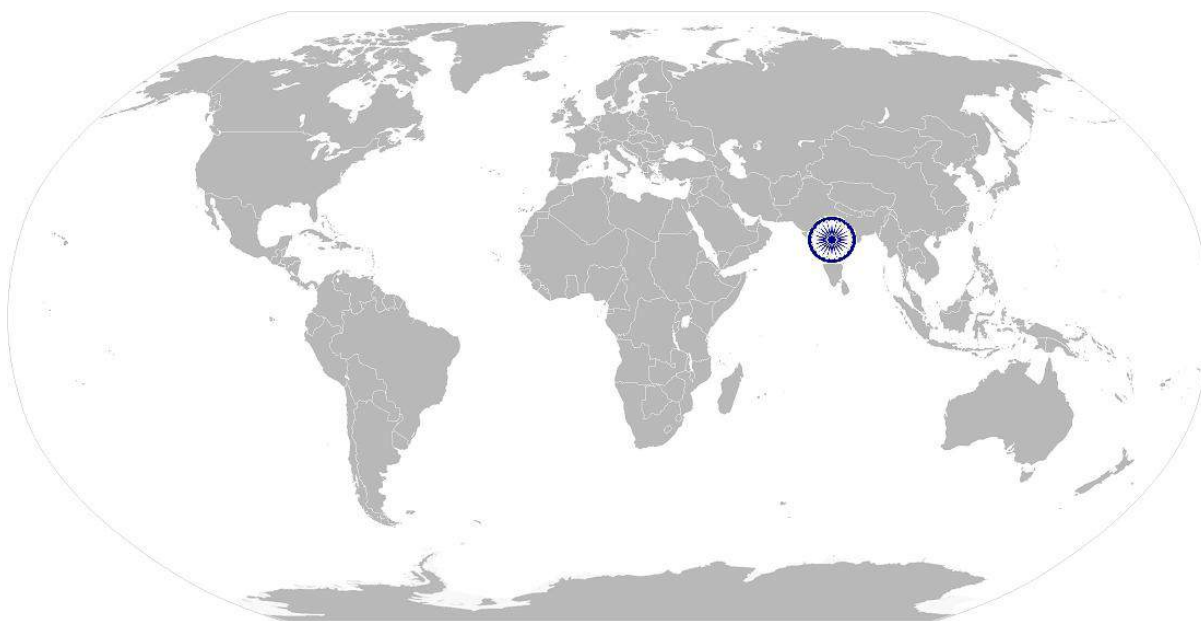


AMH/N1703

Analyze & Manage Quality Issues

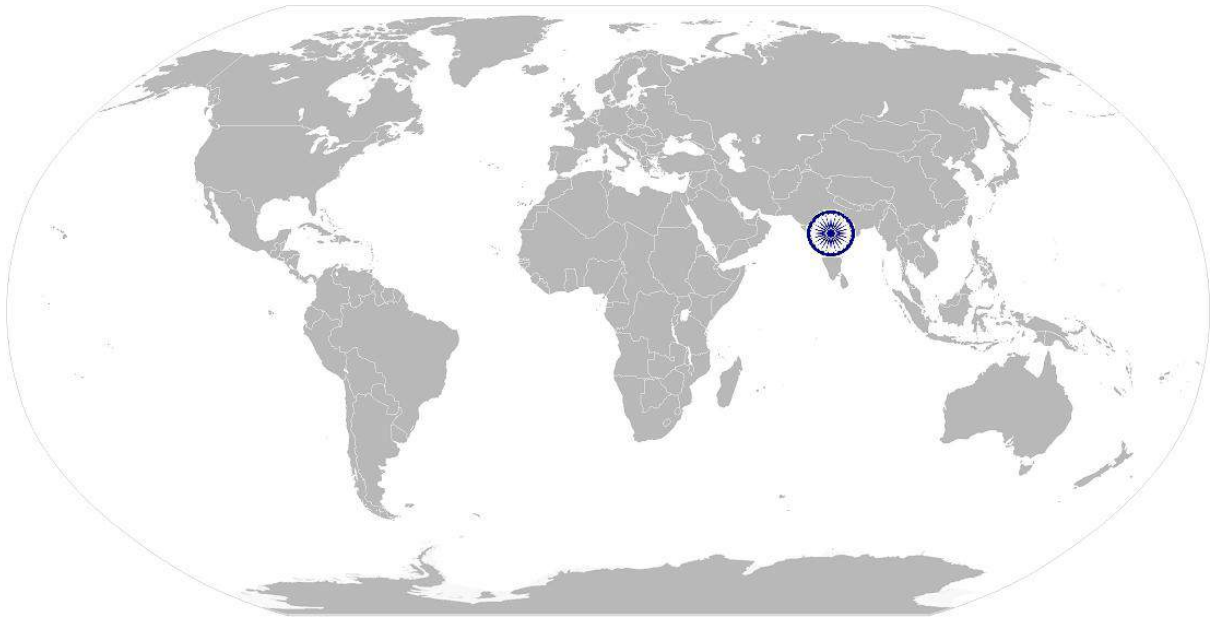
NOS Version Control

NOS Code	AMH/N1703		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/2014
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Quality Assessment	Next review date	30/12/15



AMH/N0103 (Maintain health, safety and security at workplace)

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for taking responsibility for their own health, safety and security in the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others in the workplace.

AMH/N0103(Maintain health, safety and security at workplace)

National Occupational Standard	Unit Code	AMH/N0103
	Unit Title (Task)	Maintain health, safety and security at workplace
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for taking responsibility for their own health, safety and security in the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others in the workplace.
	Scope	This unit/task covers the following: Complywith health, safetyandsecurityrequirementsatwork <ul style="list-style-type: none"> • Hazards and Risks/ threats • Medical Emergencies • Evacuation process
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	PerformanceCriteria
	Complywith health, safetyandsecurityrequirementsatwork	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Comply with health and safety related instructions applicable to the workplace PC2. Use and maintain personal protective equipment as per protocol PC3. Carry out own activities in line with approved guidelines and procedures PC4. Maintain a healthy lifestyle and guard against dependency on Intoxicants PC5. Follow environment management system related procedures PC6. Identify and correct (if possible) malfunctions in machinery and equipment PC7. Report any service malfunctions that cannot be rectified PC8. Store materials and equipment in line with manufacturer’s and organizational requirements PC9. Safely handle and move waste and debris PC10. Minimize health and safety risks to self and others due to own actions PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks PC12. Monitor the workplace and work processes for potential risks and threats PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned PC14. Report hazards and potential risks/ threats to supervisors or other authorized personnel PC15. Participate in mock drills/ evacuation procedures organized at the workplace PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so PC17. Take action based on instructions in the event of fire, emergencies or accidents PC18. Follow organization procedures for shutdown and evacuation when Required

AMH/N0103(Maintain health, safety and security at workplace)

Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand:
(Knowledge of the company / organisation and its processes)	KA1. Health and safety related practices applicable at the workplace KA2. Potential hazards, risks and threats based on nature of operations KA3. Potential risks due to own actions and methods to minimize these KA4. Environmental management system related procedures at the workplace KA5. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points KA6. Potential accidents and emergencies and response to these scenarios KA7. Reporting protocol and documentation required KA8. Details of personnel trained in first aid, fire-fighting and emergency response KA9. Actions to take in the event of a mock drills/evacuation procedures or actual
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Occupational health and safety risks and methods KB2. Identification, handling and storage of hazardous substances KB3. Proper disposal system for waste and by-products KB4. Signage related to health and safety and their meaning KB5. Importance of sound health, hygiene and good habits KB6. Ill-effects of alcohol, tobacco and drugs
Skills (S) w.r. to the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write and document appropriate technical forms in required format of the company
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. Read and comprehend the organizational documents pertaining to rules and procedures SA3. Read and understand manuals, health and safety instructions, memos, reports.
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to: SA4. Positively influence the team members into following procedures
B Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1 decisions to keep the work area safe and create healthy environment
	Plan and Organize

AMH/N0103(Maintain health, safety and security at workplace)

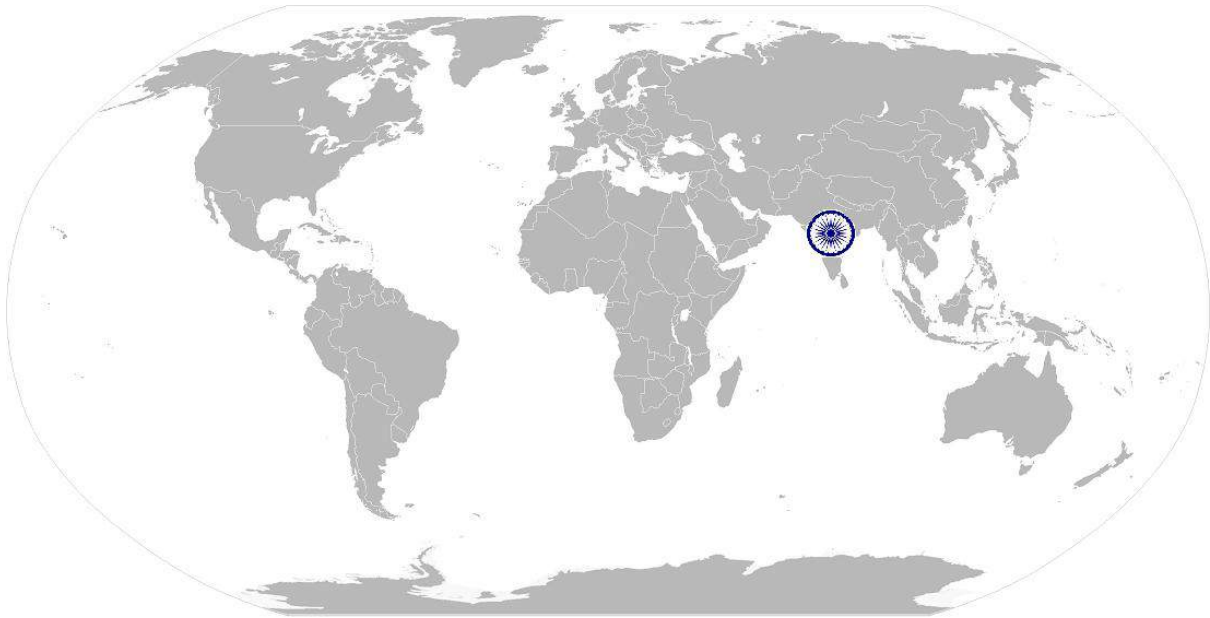
	The user/individual on the job needs to know and understand how to: SB2. Keep and get the work area free from potential hazards
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Raise alarm SB4. Take feedback from supervisors and others
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. Identify, report malfunctions in machinery and equipment. SB6. Identify and report service malfunctions and chemical leaks
	Critical Thinking
NA	

NOS Version Control

NOS Code	AMH/N0103		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/2014
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Quality Assessment	Next review date	30/12/15

AMH/N1705 Follow regulatory and company's rules

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with industry, regulatory and organizational requirements at the workplace.

AMH/N1705(Follow regulatory and company's rules)

National Occupational Standard	Unit Code	AMH/N1705
	Unit Title (Task)	Follow regulatory and company's rules
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with industry, regulatory and organizational Requirements at the workplace.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Organizational Compliance • Customer Compliance • Compliance with all national and international laws and regulations
	Performance Criteria (PC) w.r.t. the Scope	
	Element	PerformanceCriteria
	Comply with industry, regulatory and organizational requirements	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel PC2. Apply and follow these policies and procedures within the work practices PC3. Provide support to the supervisor and team members in enforcing these considerations PC4. Identify and report any possible deviation to these requirements
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	KA1. The importance of having an ethical and value-based approach to governance KA2. Benefits to the company and oneself due to practice of these procedures KA3. Specific to the industry/sector, know and understand: <ul style="list-style-type: none"> • Legal, regulatory and ethical requirements • Procedures to follow if someone does not meet the requirements KA4. Customer specific requirements mandated as a part of the work process
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Country / customer specific regulations for the sector and their importance KB2. Reporting procedure in case of deviations KB.3 Limits of personal responsibility
Skills (S)		
A. Core Skills / Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Write and document appropriate technical forms, job cards, inspection sheets as required format of the company 	
	Reading Skills	

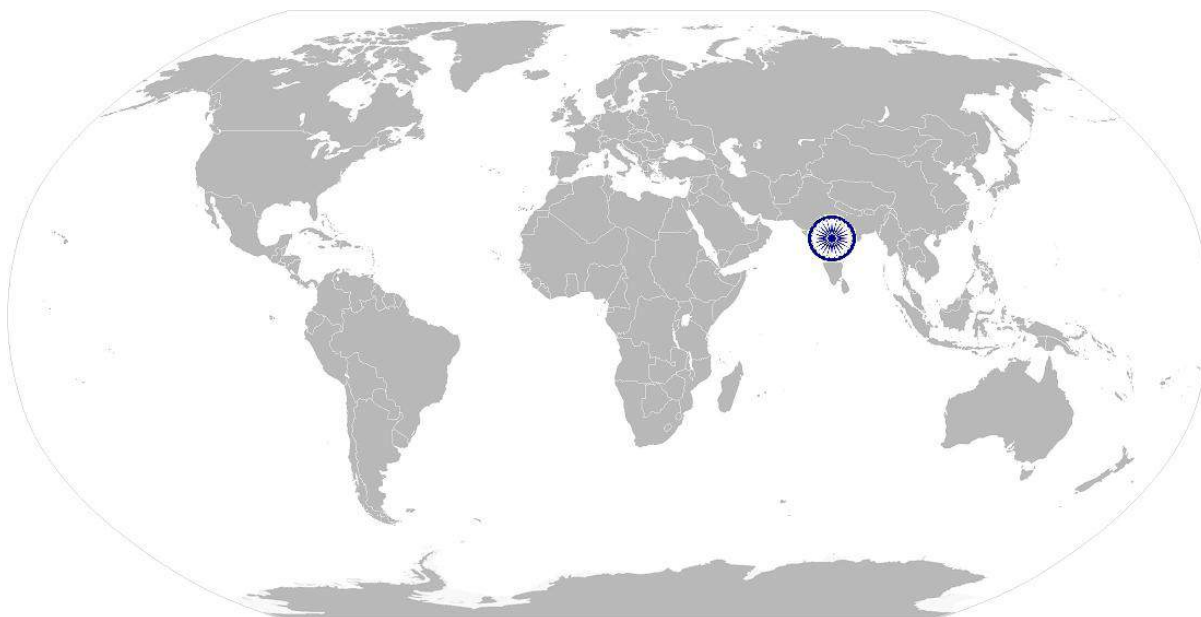
AMH/N1705(Follow regulatory and company's rules)

	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and comprehend the organizational documents pertaining to rules and procedures</p> <p>SA3. Read and comprehend basic English to read and interpret indicators in the machine and operating manuals, job cards, visual cards, etc.</p> <p>SA4. Read in the local language as applicable</p> <p>SA5. 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>B. Professional Skills</p>	<p>SA6. Positively influence the team members into following procedures</p>
	<p>Decision Making</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB1. Take appropriate decisions related to responsibilities</p>
	<p>Plan and Organize</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB2. Plan and manage work routine based on company procedure</p>
	<p>Customer Centricity</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB3. Ensure and follow organizational procedures and policies</p>
	<p>Problem Solving</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB4. Evaluate and seek and obtain clarification from the superiors</p>
	<p>Analytical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB5. Apply balanced judgment to different situations</p>
	<p>Critical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to:</p>
	<p>SB6. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

AMH/N1705(Follow regulatory and company's rules)

NOS Version Control

NOS Code	AMH/N1705		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	24/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Quality Assessment	Next review date	30/12/15



CRITERIA FOR ASSESSMENT OF TRAINEES

Quality Assessor

AMH/Q1701

AMHSSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation				
		Total Marks	Out Of	Theory	Skills Practical	Viva
1.AMH/N1701 Understand and Comply with Product Specification, Process and Procedure	PC1. Refer & analyse the Tech Pack and Reference Samples to evaluate production quality	100	8	5	2	1
	PC2. Evaluate the Fabric / Accessories / Quality reports tested internally or externally		10	3	6	1
	PC3. Plan Checks points where Quality Control has to be exercised in consultation with the immediate supervisor		8	3	4	1
	PC4. Refer / Evolve and document tolerances for process or raw material in consultation with immediate supervisor.		6	2	2	2

	PC5. Receive communicate to all concerned the relevant standards.		8	3	4	1
	PC6. Ensure that the standards have been clearly understood and seek confirmation of the same		8	3	1	4
	PC7. Communicate proactively if the systems are not producing the desired outcome		8	3	4	1
	PC8. Keep all the reference samples and reference manuals accessible and in a good condition		10	4	4	2
	PC9. Ensure correct and updated formats for creating quality related records and reports are being used		10	7	1	2
	PC10. Obtain help or advice from appropriate people, where necessary		8	5	1	2
	PC11. Understand and analyse the garment construction process		8	3	4	1
	PC12. Understand and analyse the garment finishing & packing standards & processes		8	4	3	1
		Total	100	45	36	19
2.AMH/N1702 Conduct Quality Assurance Procedure	PC1. Establish Checkpoints at / between work stations at appropriate points	100	8	2	4	2
	PC2. Keep the work area organized		10	2	7	1
	PC3. The pace of decision making should be time bound and not disrupt the material flow frequently		6	2	3	1
	PC4. Treat confidential information correctly		6	3	2	1
	PC5. Work in line with your organization's policies and procedures		10	2	6	2
	PC6. Work within the limits of your job role		8	3	4	1

	PC7. Obtain guidance from appropriate people, where necessary		6	3	2	1
	PC8. Ensure your work meets the agreed requirements		5	2	2	1
	PC9. Consult your immediate supervisor frequently and proactively		5	2	1	2
	PC10. Evolve levels of decision making in consultation with the Line of Command and communicate the same		6	2	2	2
	PC11. Ensure process like segregation and material flow are followed strictly		8	2	4	2
	PC12. Build process of Quality Control approval on each products through quality Control stickers or any other marking material		8	2	1	5
	PC.13 Build accountability for wrong Quality approved or right quality disapproved		6	2	2	2
	PC.14 Be aware and build awareness about the cost of quality and control adequately		8	2	4	2
		Total	100	31	44	25
3. AMH/N1703 Analyse and Manage Quality Issues	PC1. Communicate to all concerned about the relevant standards.		7	2	4	1
	PC2. Identify and use best quality tools		12	3	7	2
	PC3. Interpret the standards for a garment construction	60	10	4	3	3
	PC4. Ensure that the standards have been clearly understood and seek confirmation of the same		8	4	2	2
	PC5. Communicate proactively if the systems are not producing the desired outcome		7	2	4	1

	PC6. Keep all the reference samples and reference manuals accessible and in a good condition		6	1	4	1
	PC7. Ensure correct and updated formats for creating quality related records and reports are being used.		10	4	3	3
		Total	60	20	27	13
4.AMH/N0103 Maintain health, safety and security at workplace	PC1. Comply with health and safety related instructions applicable to the workplace	60	4	2	1	1
	PC2. Use and maintain personal protective equipment as per protocol		5	1	3	1
	PC3. Carry out own activities in line with approved guidelines and procedures		3	1	1	1
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		3	1	1	1
	PC5. Follow environment management system related procedures		3	1	1	1
	PC6. Identify and correct (if possible) malfunctions in machinery and equipment		4	1	2	1
	PC7. Report any service malfunctions that cannot be rectified		3	1	1	1
	PC8. Store materials and equipment in line with manufacturer's and organizational requirements		3	1	1	1
	PC9. Safely handle and move waste and debris		3	1	1	1
	PC10. Minimize health and safety risks to self and others due to own actions		3	1	1	1
	PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		3	1	1	1

	PC12. Monitor the workplace and work processes for potential risks and threats		3	1	1	1
	PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		3	1	1	1
	PC14. Report hazards and potential risks/ threats to supervisors or other authorized personnel		3	1	1	1
	PC15. Participate in mock drills/ evacuation procedures organized at the workplace		3	1	1	1
	PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so		4	1	2	1
	PC17. Take action based on instructions in the event of fire, emergencies or accidents		4	1	2	1
	PC18. Follow organization procedures for shutdown and evacuation when required		3	1	1	1
		Total	60	19	23	18
5.AMH/N1705 Follow regulatory and company's rules	PC1. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel		6	3	1	2
	PC2. Apply and follow these policies and procedures within the work practices	30	8	3	3	2
	PC3. Provide support to the supervisor and team members in enforcing these considerations		7	2	2	3
	PC4. Identify and report any possible deviation to these requirements		9	2	4	3
		Total	30	10	10	10
	Grand Total		350	125	140	85