

# Parts Picker

## Participant Handbook

**Name:** .....


**Centre Name:** .....

**Admission Date:** .....

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## Symbols Used in This Manual

Symbol	Meaning
	Objectives
	Unit Design
	Power Point Slide
	Skills Practical
	Key Learnings
	Questions
	Story
	Discuss
	Notes

Unit	
<b>1</b>	<b>Introduction to the Program</b>



## Unit Objectives

The participants will be able to gain knowledge about the Automotive Industry. The participants will have full knowledge about the objective of the program and skills required for the job. The participants will know the roles, responsibilities and personal attributes of a Parts Picker.



## Unit Design

S.No	Session	Method	Tools/Equipments
1	Objectives of the Program	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts
2	Automotive Industry		
3	Role of a Parts Picker		

<b>Unit</b>	<b>Chapter 1</b>
<b>1</b>	<b>Objectives of the Program</b>



## Chapter Objectives

After completing this module you will be able to:

- Understand the overview of the program.
- Know the necessary skills on which the participants will be trained.
- Acknowledge the ground rules.



## Slide No. 1.1



## Skills Practical : Ice Breaking

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### This program will facilitate an overview of:

- Automotive Industry
- Roles and responsibilities of a Parts Picker
- Key concepts related to job role
- Professional and language skills required for performing the job effectively
- Techniques of choosing and issuing parts as per BOM
- Ways to maintain a healthy, safe and secure working environment
- Interview Skills

## This program will train you in:

- Communication Skills
- Language Skills

### Main Activities

As a Parts Picker, you need to mainly perform two main activities:

- Choose the parts from stores as per BOM & issue
- Maintain a healthy, safe and secure working environment

### Ground Rules

- Arrive on time.
- All participants are expected to participate in all phases of the workshop.
- All mobile phones should be switched off or to be kept in silent mode, during the session.
- You must adhere to the timelines. If the break given is of 15 minutes, then everybody has to be in the training room within those 15 minutes.
- All the doubts should be raised to the facilitator. Do not talk among yourselves.
- Listen actively - respect others when they are talking.
- Ask questions if you don't understand.



## Key Learnings

- Overview of the program
- Main activities of a Parts Picker



## Questions

1. What are the objectives of the program?

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## Notes

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<b>Unit</b>	<b>Chapter 2</b>
<b>1</b>	<b>Automotive Industry</b>



## Chapter Objectives

After completing this module you will be able to:

- Gain knowledge about the Automotive Industry.



## Slide No. 1.2

### About Automotive Industry

The automotive industry in India is one of the larger markets in the world. It had previously been one of the fastest growing markets globally, but is currently experiencing flat or negative growth rates. The automobiles sector is divided into four segments - two wheelers (mopeds, scooters, motorcycles, and electric two-wheelers), passenger vehicles (passenger cars, utility vehicles, and multi-purpose vehicles), commercial vehicles (light and medium-heavy vehicles) and three wheelers (passenger carriers and goods carriers).

### History of Indian Automotive Industry

The first car ran on Indian roads in 1897. Until the 1930s, cars were imported directly, but in very small numbers. An embryonic automotive industry emerged in India in the 1940s. Hindustan was launched in 1942, long time competitor Premier came in 1944. They built GM and Fiat products respectively. Mahindra & Mahindra was established by two brothers in 1945, and began assembly of Jeep CJ-3A utility vehicles. Following the independence, in 1947, the Government of India and the private sector launched efforts to create an automotive component manufacturing industry to supply to the automobile industry. In 1953 an import substitution program was launched, and the import of fully built-up cars began to be impeded.

However, the growth was relatively slow in the 1950s and 1960s due to nationalisation and the license raj which hampered the Indian private sector. Total restrictions for import of vehicles were set and after 1970 the automotive industry started to grow, but the growth was mainly driven by tractors, commercial vehicles and scooters. Cars were still a major luxury item. By the 1980s, the automobile market was still dominated by Hindustan and Premier, who sold superannuated products in fairly

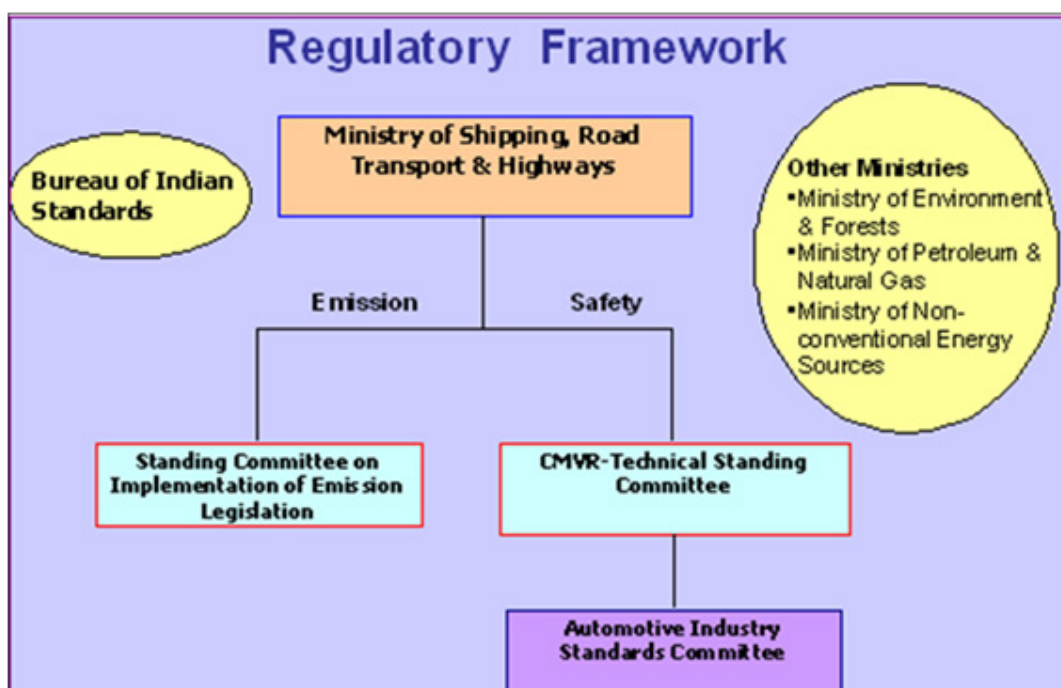
limited numbers. During the eighties, a few competitors began to arrive on the scene. To promote the auto industry the government started the Delhi Auto Expo which has had its debut showcasing in 1986.

Eventually multinational automakers, such as, Suzuki and Toyota of Japan and Hyundai of South Korea, were allowed to invest in the Indian market ultimately leading to the establishment of an automotive industry in India. Maruti Suzuki was the first, and the most successful of these new entries, and in part the result of government policies to promote the automotive industry beginning in the 1980s. As India began to liberalize their automobile market in 1991, a number of foreign firms also initiated joint ventures with existing Indian companies. By 2000, there were 12 large automotive companies in the Indian market, most of them offshoots of global companies.

Exports were slow to grow. Sales of small numbers of vehicles to tertiary markets and neighbouring countries began early, and in 1987 Maruti Suzuki shipped 480 cars to Europe (Hungary). After some growth in the mid-nineties, exports once again began to drop as the outmoded platforms handed down to Indian manufacturers by multinationals were not competitive. This was not to last and today India manufactures low-priced cars for markets across the globe. As of 18 March 2013 global brands such as Proton Holdings, PSA Group, Kia, Mazda, Chrysler, Dodge and Geely Holding Group are shelving plans for India due to the global economic crisis.

## Regulatory Framework

In India the Rules and Regulations related to driving license, registration of motor vehicles, control of traffic, construction & maintenance of motor vehicles etc. are governed by the Motor Vehicles Act 1988 (MVA) and the Central Motor Vehicles rules 1989 (CMVR). The Ministry of Shipping, Road Transport & Highways (MoSRT & H) acts as a nodal agency for formulation and implementation of various provisions of the Motor Vehicle Act and CMVR. Let's see the regulatory framework of Indian automotive industry.





In order to involve all stake holders in regulation formulation, MoSRT & H has constituted two Committees to deliberate and advise Ministry on issues relating to Safety and Emission Regulations, namely –

- CMVR- Technical Standing Committee (CMVR-TSC)
- Standing Committee on Implementation of Emission Legislation (SCOE)

This Committee advises MoSRT & H on various technical aspects related to CMVR. This Committee has representatives from various organisations namely; Ministry of Heavy Industries & Public Enterprises (MoHI & PE), MoSRT & H, Bureau Indian Standards (BIS), Testing Agencies such as Automotive Research of India (ARAI), Vehicle Research Development & Establishment (VRDE), and Central Institute of Road Transport (CIRT), industry representatives from Society of Indian Automobile Manufacturers (SIAM), Automotive Component Manufacturers Association (ACMA) and Tractor Manufacturers Association (TMA) and representatives from State Transport Departments. Major functions the Committee is:

- To provide technical clarification and interpretation of the Central Motor Vehicles Rules having technical bearing, to MoRT & H, as and when so desired.
- To recommend to the Government the International/ foreign standards which can be used in lieu of standard notified under the CMVR permit use of components/parts/assemblies complying with such standards.
- To make recommendations on any other technical issues which have direct relevance in implementation of the Central Motor Vehicles Rules.
- To make recommendations on the new safety standards of various components for notification and implementation under Central Motor Vehicles Rules.
- To make recommendations on lead time for implementation of such safety standards.
- To recommend amendment of Central Motor Vehicles Rules having technical bearing keeping in view of changes in automobile technologies.



## Key Learnings

- Overview of Indian Automotive Industry
- History of Automotive Industry
- Regulatory Framework of Automotive Industry



## Questions

1. Describe the regulatory framework of Automotive Industry.

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<b>Unit</b>	<b>Chapter 3</b>
<b>1</b>	<b>Role of a Parts Picker</b>



## Chapter Objectives

After completing this module you will be able to:

- Gain knowledge about the job description of a Parts Picker.
- Know the personal attributes of a Parts Picker.



## Slide No. 1.3

### Who is a Parts Picker?

A parts picker generally known as order/filler, parts executive, and store/warehouse executive/assistant is a person responsible for issuing different orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity. He generally reports to the Warehouse Supervisor.

### Specific responsibilities of a Parts Picker

- Responsible for issuing different parts in the store and assemblies according to production and shipping schedules in the store.
- Must know how to operate the machine and pack the right items in the right boxes.
- Efficiently pick customer orders for shipment, ensuring that the correct number and type of product is loaded and shipped.
- Carry or transport orders to shipping locations or delivery platforms with material handling equipment.
- Stencil, tag, or mark orders as requested.

### Personal Attributes of a Parts Picker

- Should be physically strong.
- Should have ability to quickly move your hand, together with your arm or your two hands to grasp, manipulate or assemble objects.
- Should have the ability to coordinate two or more limbs (for example two arms, two legs or one leg and one arm) while sitting, standing or lying down.



<b>Unit</b>	<b>Chapter 3</b>
<b>2</b>	<b>Health and Safety Measures</b>



## Chapter Objectives

After completing this module you will be able to:

- Gain knowledge about personal health measures.
- Gain knowledge about workplace safety measures.



## Slide No. 2.3

### Introduction

Successfully understand that managing health and safety in the workplace relies on commitment, consultation and co-operation. Everyone in the workplace needs to understand the need for health and safety, what their role is in making the workplace safer, and how they can fulfil their responsibilities and duties.

### Personal Hygiene

Hygiene is the set of practices to follow to preserve one's health. Given below is a personal hygiene chart which you can use as a checklist.





## Skills Practical : Personal Hygiene

1. Why to brush teeth?

.....

2. Why to take bath?

.....

3. Why to wear clean clothes?

.....

4. Why cut nails?

.....

5. Why wash hands?

.....

### Physical Fitness

Apart from following these hygienic practices, one should also be physically fit. Physical fitness is an outcome of regular exercise. Exercise may be of many different forms like jogging, morning-walk, weight-lifting, gym, swimming, cycling, yoga and many more.

### Healthy Eating

One can follow hygienic practices and exercise regularly, but what you eat has the biggest impact on your health. To be healthy, one has to eat healthy. Eating a healthy, balanced diet provides nutrients to the body. These nutrients give energy; keep your brain active and your muscles working.

Healthy eating habits include:

- Always try to eat home-made food
- Avoid oily food
- Always cook and eat fresh food
- Avoid junk food like burgers, carbonated drinks etc.
- Eat fruits regularly
- Drink lots of water

### Things to be avoided

There are certain habits that have severe ill-effects on one's health. Such habits should be avoided for a healthy life. They are:

#### Alcoholism

It's the tendency in which one consumes alcohol to cope with difficulties or to avoid feeling bad. Its effects are:

- Increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis) etc.
- Reduced work focus and drop in performance
- Degradation in social and economic status

<b>Unit</b>	<b>Chapter 2</b>
<b>5</b>	<b>Waste Management</b>



## Chapter Objectives

After completing this module you will be able to:

- List down different types of waste
- Understand the process of waste disposal
- Identify the colour coding, labels and symbols of waste containers



## Slide No. 5.2

### Introduction

Waste management can only be successful if each and every individual willingly works together to keep the environment clean. They must recognize the need to establish and practice spill prevention, clean up spills appropriately, and properly manage and dispose of hazardous wastes.

### Types of Waste

#### Non-Hazardous Wastes

Wastes that do not cause harm to the environment and humans are non-hazardous wastes.

Given below are few non hazardous wastes:

1. Dry waste/ recyclable waste or non-biodegradable waste  
Paper, plastics, fabric, metal, aluminium, glass, cardboard, rubber, styrofoam, leather, rexine, wood, foil etc.
2. Wet waste/ non-recyclable waste or biodegradable waste  
Eggshells, rotten vegetable and fruit, their peels, tea leaves, coconut shell and fibre, cooked food (both veg and non-veg), coffee grounds, garden waste such as dried leaves and flowers.

#### Hazardous waste

Hazardous wastes are those which are non-biodegradable and are harmful for the living beings and environment.

Given below are the common hazardous wastes which are generated by automotive industries:

- Spent solvents
- Oily waste sump sludge
- Parts cleaning tank sludge
- Waste oil, lubricants and transmission fluids
- Spent caustic parts washing solution
- Used lead acid batteries
- Cloths and rags which are contaminated

### Waste Containers

In order to encourage orderly waste disposal, place the waste container near the place where the waste is produced. All waste containers should be emptied daily or as required. They should not be filled more than 75% of their capacity. All waste containers should be clearly marked with colour coding, labels, and symbols.



### Colour coding for recyclable waste

This coding can be different at different places. You must always check the symbol and label.



<b>Unit</b>	
<b>6</b>	<b>Program Wrap-Up</b>



## Unit Objectives

The participants will be able to gain basic understanding of interview and interview skills. The participants will get to know a lot of frequently asked questions in an interview. At the end the participants will summarize the overall learning of the program.



## Unit Design

S.No	Session	Method	Tools/Equipments
1	Interview Skills	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts
2	FAQ's		
3	My Learning		



<b>Unit</b>	<b>Chapter 1</b>
<b>6</b>	<b>Interview Skills</b>



## Chapter Objectives

After completing this module you will be able to:

- Understand the concept of Interviews.
- Know the important points to keep in mind during an Interview.



## Slide No. 6.1

### Interview

An interview is a conversation between two or more people (the interviewer(s) and the interviewee) where questions are asked by the interviewer to obtain information from the interviewee.

### Common Types of Interview

#### 1. Traditional HR Interview:

Most interviews are face to face. The most traditional is a one-on-one conversation with the HR Executive where the candidate's focus should be on the person asking question. You are advised to maintain good eye contact, listen keenly and answer promptly.

#### 2. Panel Interview:

In this situation, there is more than one interviewer. A panel ranging from two to ten members may conduct this part of the selection process. This is an ideal chance for you to display group management and group presentation skills.

#### 3. Technical interview:

The objective of this interview is to basically evaluate technical knowledge. Majority of the questions will be based on the skills sets mentioned in the candidate's resume.

#### 4. Telephone Interview:

Telephone interviews may also be used as a preliminary interview for candidates who live far away from the job site.

Before going for an interview, it is important to have clarity of the role you are applying for. It's also

important that you know where you are applying and who will you be talking to. Your answers should tell the employer that you are the match they are looking for.

This requires you to do a small research in the following areas:

- Company
- Job Description
- Yourself (Skills, Values & Interests)
- Resume (Experience)

If you were an employer, you would have chosen a person who is sure of himself, calm and confident. So it's important that you are:

- Confident
- Relaxed
- Sure of yourself
- Prepared

### **Dress professionally**

It is important that you dress professionally. It is a proven fact that the way we dress makes a huge difference in the way we are perceived. 93% of the way you communicate with other people is through body language (gestures, expressions, etc.) and the first impression we make. It is very simple to make a great first impression. For a good first impression it is important that we:

- Smell good
- Have a professional appearance
- Pay attention to your grooming
- Make eye contact
- Our overall personality contributes to our complete perception.

### **During the Interview**

- Be confident, not arrogant
- Sell yourself - Keep your energy up
- Maintain your posture
- Be positive, don't complain
- Know your resume and accomplishments

It isn't sufficient to have ideas. They have to be expressed effectively in the interview. The parameters that the candidates are assessed on during the interview are very simple to understand. These simple yet important parameters are:

- Active listening
- Clarity of thought and expression
- Appropriate language
- Appropriateness of body language
- Fluency
- Good delivery: The ideas expressed fluently in the right voice, right tone, and right articulation.

Unit	Chapter 2
6	FAQ's



## Chapter Objectives

After completing this module you will be able to:

- Gain knowledge about commonly asked questions in an interview.



## Slide No. 6.2

### FAQ's

Now that the basic professional etiquette of interviews are covered, let us look at the kind of questions you might be asked.

#### 1. Tell us something about yourself. Or run us through your resume.

- This is usually the first question you would face in any interview.
- The basic purpose of this question is to start the communication and put the candidate to ease.

To answer this question, start with some information about your family background, educational qualifications and work experience. Focus on the things you have learnt during the training. Confidence is the most important factor to keep in mind while answering this question. Talk with confidence and speak clearly without hesitation.

Try to speak for not more than 2 minutes.

#### Sample Answer 1:

My name is XYZ. I live in New Delhi. I have completed Higher Secondary Part 2 from ABC School. My father runs a shop and my mother is a house-wife. I have a work experience of 1 year with DEF Company Ltd. I love to play football/cricket and watch movies.

#### Sample Answer 2:

My name is LMN and I live in Srinagar. I have passed 12th standard from PQR School. There are 4 members in my family, my father, mother and my elder sister. My father is a businessman and my mother a school teacher. My sister works as a language trainer. I am a big fan of football and I was the captain of the school football team.

## **2. How would you describe yourself as a person? Or how are you as a person?**

The main purpose of this question is to see if you have some of those qualities which employers look for in their employees like – dedicated, performance oriented, hard working, etc. So, pick one of your qualities which employers are looking for and offer it as an answer. The answer to this question should ideally be in one line.

### **Sample Answer 1:**

I am an ambitious person with a passion to learn.

### **Sample Answer 2:**

I am a hard working person and I like to work in a team.

## **3. Where do you see yourself 3 years from now? Or where do you see yourself 3 years down the line?**

- The purpose of this question is to see if you are ambitious and also to check your stability with the company.

### **Sample Answer 1:**

“In three years from now, I see myself in a more responsible position where my company treats me as an asset and hope to grow with this company.”

### **Sample Answer 2:**

“Three years from now, I see myself working with this company at a position where I am responsible for handling a team.”

## **4. What is your greatest strength? Or what are your strengths?**

- To answer this question – analyze the requirements of the position you have applied for and make a list of the qualities a person working in that profile should have.
- Pick up the qualities you have and give them as an answer. For example, some of the qualities people applying for Parts Picker are: Patience, fluency in English, good listening skills, positive attitude, team player etc.
- This is quite an expected question so you must go prepared with an answer for this question well in advance.

### **Sample Answer:**

One of my biggest strengths is my communication skills. I work very well with all kinds of people, and understand that everyone has different perspectives about projects and work tasks - so when I work with others I realize that everyone has different priorities and objectives. I keep this in mind when I communicate tasks that need to be accomplished with positive reinforcement and awareness of what others are working on.