



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET

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 Supervisor

SECTOR: Handicrafts and Carpet

SUB-SECTOR: Carpet

OCCUPATION: Weaving

REFERENCE ID: HCS/Q5501

ALIGNED TO: NCO-2004/ NIL

Brief Job Description: The Quality supervisor is for ensuring inspection and checking of right from raw material to finished carpet as per defined plan and all related activities carried out in a carpet manufacturing unit starting from raw material procurement, inspection and testing, in-process inspection and testing to final inspection.

Personal Attributes: The quality supervisor should be keen, vigilant, hard-working, aptitude to learn, good listener, good eyesight, patient and investigative. He should be free from defects of colour vision.



Job Details	Qualifications Pack Code	HCS/Q5501		
	Job Role	Quality Supervisor		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Handicrafts and carpet	Drafted on	30/04/15
	Sub-sector	Carpet	Last reviewed on	27/05/15
	Occupation	Weaving	Next review date	26/05/16
	Job Role	Quality Supervisor		
Role Description	To ensure Quality Plan is established, implemented and monitored through all stages of carpet manufacturing processes beginning from raw material inspection and testing to in-process inspection/testing to final inspection. The Quality plan also includes testing, checking and validation of various inputs used as process auxiliaries/intermediates like dyes & chemicals, packing materials, export compliance, buyer's specific requirements, transportation of packaged carpets, etc.			
NSQF level	Level 5			
Minimum Educational Qualifications*	Diploma or certificate courses in related fields			
Maximum Educational Qualifications*	Preferably B.Tech/B.Sc in Textile or related fields			
Training (Suggested but not mandatory)	Not Applicable			
Experience	Min. 5 years of working experience in carpet industry			
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. HCS/N5501 Supervision of Quality Management Functions 2. HCS/N5502 Maintenance of Quality Records 3. HCS/N9906 Maintaining work area, tools and machines 4. HCS/N9910 Managing a team 5. HCS/N9907 Maintain health, safety and security at workplace 6. HCS/N9909 Comply with industry and organizational requirement Optional: Not Applicable			
Performance Criteria	As described in the relevant OS units			



Keywords /Terms	Description	
Definitions	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 achieving the objectives of the function.
	Job role	Job role defines 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 consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
	Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job role satisfactorily at workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.
	Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates. It includes elements of operational knowledge

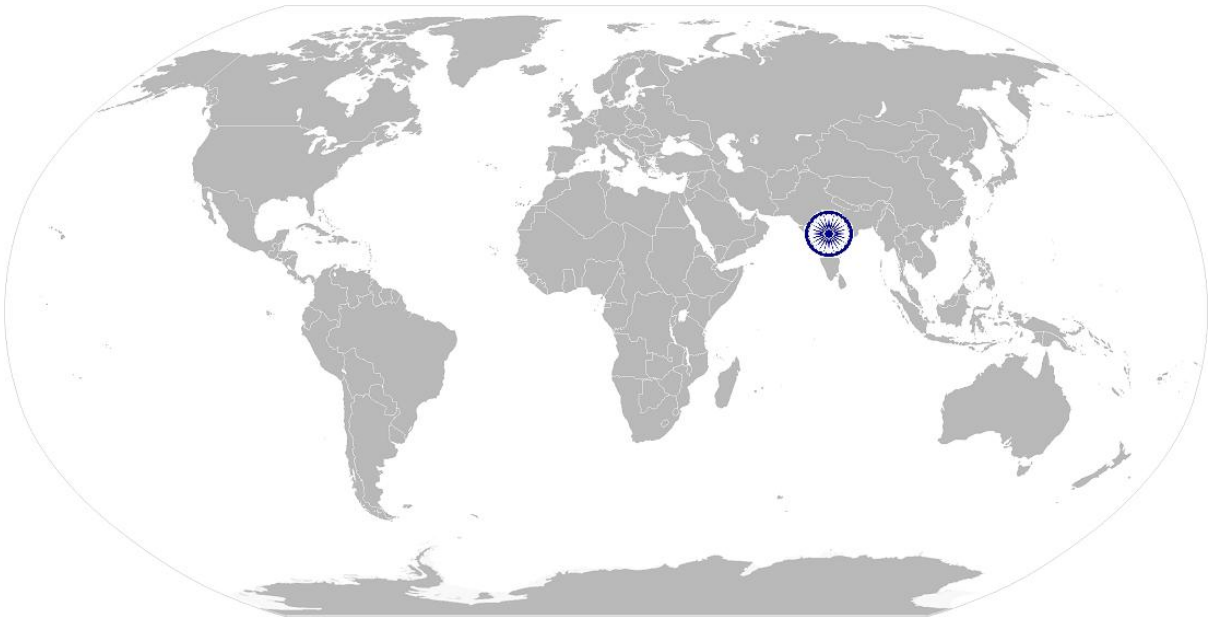


	contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.
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.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
NCO	National Classifications of Occupation
TBD	To Be Determined
HCS	Handicrafts and Carpet Skill Sector Council
NSDC	National Skill Development Corporation

Acronyms



National Occupational Standard



Overview

This unit is about capturing skills and attributes for establishing, implementing and monitoring product quality and process performance at all stages of carpet manufacturing processes beginning from raw material inspection to in-process checking to final inspection.



HCS/N5501

Supervision of Quality Management Functions

National Occupational Standard

Unit Code	HCS/N5501
Unit Title (Task)	Supervision of Quality Management Functions
Description	This unit is about establishing, implementing and monitoring Quality Control Check points at all stages of carpet manufacturing processes beginning from raw material inspection, in-process checking to final inspection of finished carpet.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> To define quality check points at all stages of Production beginning with raw material inspection to final finished carpet To check defects against permissible limits specified by the customer
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Checking and Inspection of Carpets	<p><u>Procurement of raw material:</u> PC1. Checking of Raw material yarn for quality parameters like colour, count, strength, ply, fineness etc.</p> <p><u>Dyeing:</u> PC2. Check that the standard dyeing requirements including its fastness properties are being adhered to PC3. To ensure dyeing is being done properly to prevent shade variation and is matching to the required shade</p> <p><u>Designing:</u> PC4. Checking of design for appropriateness, and accuracy PC5. Checking of marking on design for yarn shade number/quality PC6. Ensure use of same yarn on loom</p> <p><u>Weaving:</u> PC7. Ensure the required quality paramters are established and conveyed to the concerned production personnel PC8. Check that weaving should be done as per the map/design PC9. Ensure that in-process checks are introduced and adhered to such as – Example of quality parameters – a. Warp and weft density b. Knots / tuft density c. Ply and count of yarn to be used in warps and wefts d. Loom pile e. Tolerances for variations f. Size etc.</p> <p><u>Washing:</u> PC10. Check carpet for any defects which require repair before wash</p>



HCS/N5501

Supervision of Quality Management Functions

	<p>PC11. Ensure that adequate washing recipe is established and complied by Check for washing recipe, time and chemicals</p> <p>PC12. Ensure after washing for shade variation, bleeding of colour, design/pattern distortion, cleanliness</p> <p>PC13. Review and improvise the recipe based on washing inconsistencies or problems being observed</p> <p><u>Drying:</u></p> <p>PC14. Ensure that carpet is being dried in clean and safe conditions.</p> <p><u>Latexing:</u></p> <p>PC15. Check for adequate type and recipe of latex being used</p> <p>PC16. Checking for adequate latexing for proper tuft withdrawal force</p> <p>PC17. Ensure the hold of the backing is proper with no edges coming out of fabric or fabric not held firmly</p> <p>PC18. Ensure adequate methods of preventing the fraying of edges or the latex are developed and implemented</p> <p>PC19. Check proper fabric quality is used for manufacturing and finishing of tufted</p> <p><u>Clipping & Embossing stage:</u></p> <p>PC20. Ensure clipping / embossing are carried out as per the instructions</p> <p><u>Final Inspection of carpet</u></p> <p>PC21. Ensure all quality checks are carried out at different stages of processing as well as at the time of final inspection.</p> <p>PC22. Take appropriate corrective actions at the appropriate manufacturing process to prevent recurring non-conformities</p>
<p>Reporting and Recording of Inspection Results</p>	<p>PC23. Keep records of all the tests that have been carried out.</p> <p>PC24. Write and present findings.</p> <p>PC25. Keep a record of problems and inform management in case of anticipated delays.</p> <p>PC26. Maintain records of suppliers & supplier's performance</p>
<p>Coordinate with Team members</p>	<p>PC27. Coordinate with field supervisors and workers responsible at every stage of carpet manufacturing</p> <p>PC28. Collect information on timely basis</p> <p>PC29. Identify potential gaps</p> <p>PC30. Suggest changes</p> <p>PC31. Share quality checklist with the team</p> <p>PC32. Ensure adherence to the checklist and organisation's quality standards</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational policies related to Quality compliance</p> <p>KA2. Organization structure and escalation matrix</p> <p>KA3. Policies and procedures for conducting quality checks</p> <p>KA4. Quality assurance methods approved by the company</p> <p>KA5. Format of presenting the information captured during quality checks</p>



HCS/N5501

Supervision of Quality Management Functions

<p>B. Technical Knowledge</p>	<p>KB1. Understanding the importance of</p> <ul style="list-style-type: none"> • types of fibres like woollen or viscose • types of yarn used for warp, for knotting and tufting • types of backing fabric • fabric pattern, design, shade • knot types • types of carpet defects • number of knots per inch • carpet dimension • carpet testing parameters like gsm, thickness • general aesthetic parameters – appearance, cleanliness, feel, etc <p>KB2. Process flow in handmade carpet manufacturing sector</p> <p>KB3. Importance of cleanliness at workplace</p> <p>KB4. Importance and Need of Final Inspection</p> <p>KB5. Identify different types of faults and take corrective actions. In case of process limitations, report to higher management</p> <p>KB6. Acceptable solutions for specific faults identified/detected</p> <p>KB7. Method to make use of the information detailed in specifications and Work instructions</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. prepare status and progress reports</p> <p>SA2. write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</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>SA4. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA5. keep co-workers and supervisors informed about progress</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p>



HCS/N5501

Supervision of Quality Management Functions

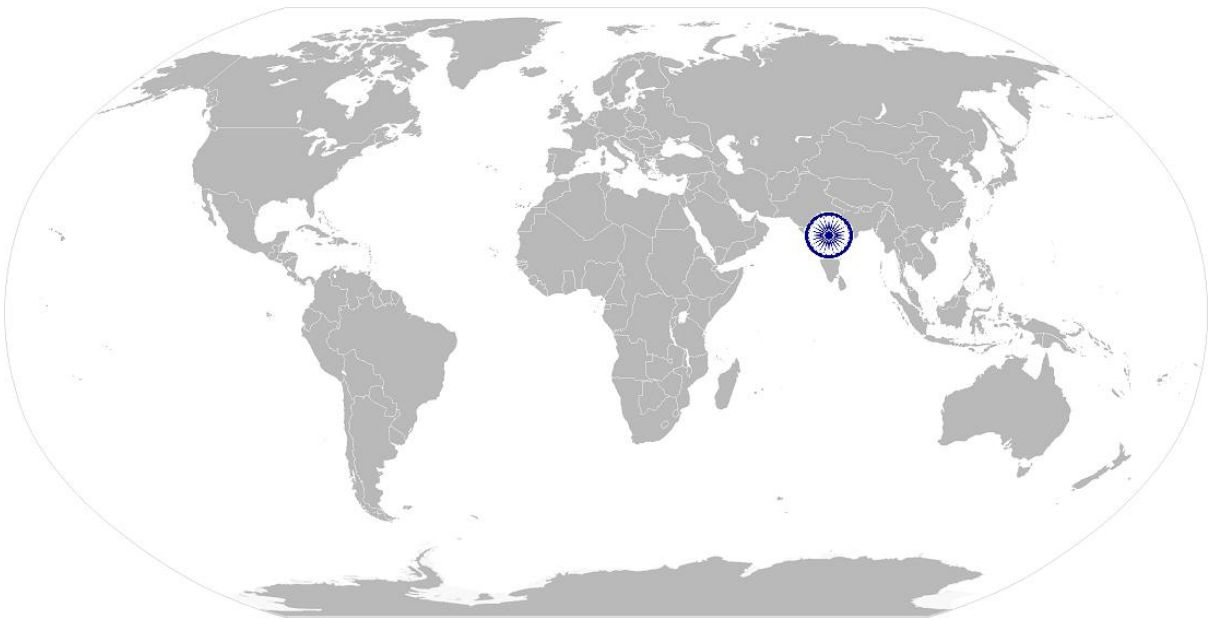
	SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	Technical Skills
	SB9. Detection of faults with/without aids of simple tools SB10. Identify potential sources which cause generation of faults SB11. Process flow of Finishing processes with stages and significance of inspection and checking

NOS Version Control

NOS Code	HCS/N5501		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, maintain and securely preserve quality records to various activities carried out throughout the manufacturing operations.



HCS/N5502

Maintenance of Quality Records

National Occupational Standard

Unit Code	HCS/N5502
Unit Title (Task)	Maintenance of Quality Records
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, update and maintain records with relevant analysis to processes related to product quality.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Establish master list of records with defined format • Analysis for activities carried out in the department • Recording and Analysis of Corrective and Preventive Actions as appropriate
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Record Keeping	PC1. Prepare and organize work activities PC2. Adhere to work instructions defined for recoding of quality related activities. PC3. Procedure for disposal of old records. PC4. Record and Analysis of quality parameters, product/process faults PC5. Record of interdepartmental communications regarding quality and corrective and preventive actions PC6. Request in professional way for upgrading of system or procedure required for effective working and optimal performance
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	KA1. Personal hygiene and duty of care KA2. Safe working practices and organizational procedures KA3. Ways and Methodology of resolving problems within the work area KA5. The value chain of process steps affecting and affected by specific work activities KA6. The lines of communication, authority and reporting procedures KA7. The organization's rules, codes and guidelines (including timekeeping)
B. Technical Knowledge	KB1. Work instructions and specifications with ability to interpret them accurately KB2. Method to make use of the information detailed in specifications and Work instructions KB3. Relation between work role and the overall operating processes KB4. The importance of taking action when problems are identified
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills



HCS/N5502

Maintenance of Quality Records

	The user/ individual on the job needs to know and understand how to: SA1. prepare status and progress reports SA2. write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-loads with co-workers SA5. keep co-workers and supervisors informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

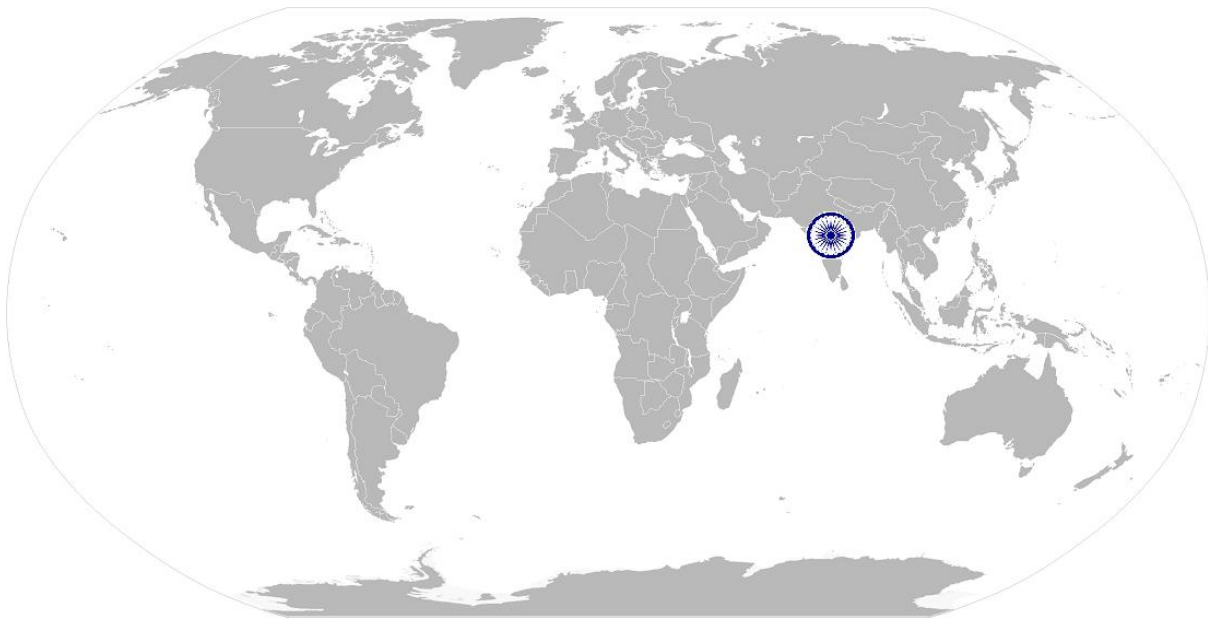


HCS/N5502

Maintenance of Quality Records

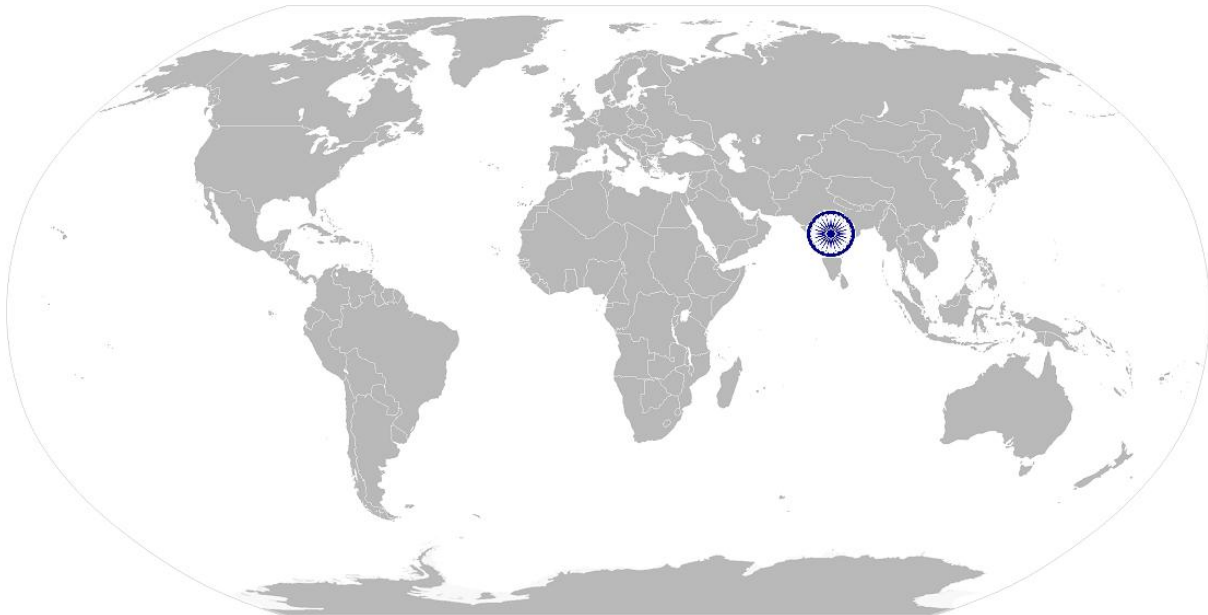
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NOS Code	HCS/N5502		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16





National Occupational Standard



Overview

This unit is about maintaining work areas and activities to ensure tools and machines are maintained as per norms.



HCS/N9906

Maintaining work area, tools and machines

National Occupational Standard	Unit Code	HCS/N9906
	Unit Title (Task)	Maintaining work area, tools and machines
	Description	This unit provides performance criteria, knowledge & understanding and skills & abilities required to organize/maintain work areas and activities to ensure tools and machines are maintained as per norms
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Proper maintaining of work area and activities • Maintenance of work related handtools and equipments
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain the work area, tools and machines	PC1. Handle materials, machinery, equipment and tools with care and use them in correct way PC2. Maintain a clean and hazard free working area PC3. Report unsafe equipment and other dangerous occurrences PC4. Use clean equipment and methods appropriate for the work to be carried out PC5. Dispose of waste safely in the designated location
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	KA1. personal hygiene and duty of care KA2. safe working practices and organizational procedures KA3. ways of resolving conflicts/problems within the work area KA4. organization's rules, codes and guidelines (including timekeeping) KA5. the company's quality standards KA6. importance of complying with written instructions
	B. Technical /Domain Knowledge	KB1. work instructions and ability to interpret them accurately KB2. relation between work role and the overall manufacturing process KB3. Hazards likely to be encountered when carrying out the maintenance process KB4. importance of running maintenance and regular cleaning KB5. safe working practices KB6. the importance of taking action when problems are identified KB7. effects of contamination on products i.e. machine oil, dirt, foreign materials KB8. common faults with equipment and the method to rectify
Skills (S) [Optional]		
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. prepare status and progress reports SA2. write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct Reading Skills	



HCS/N9906

Maintaining work area, tools and machines

	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-loads with co-workers SA5. keep coworker and supervisor informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and manage work routine based on company procedure SB3. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with customer SB5. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	



HCS/N9906

Maintaining work area, tools and machines

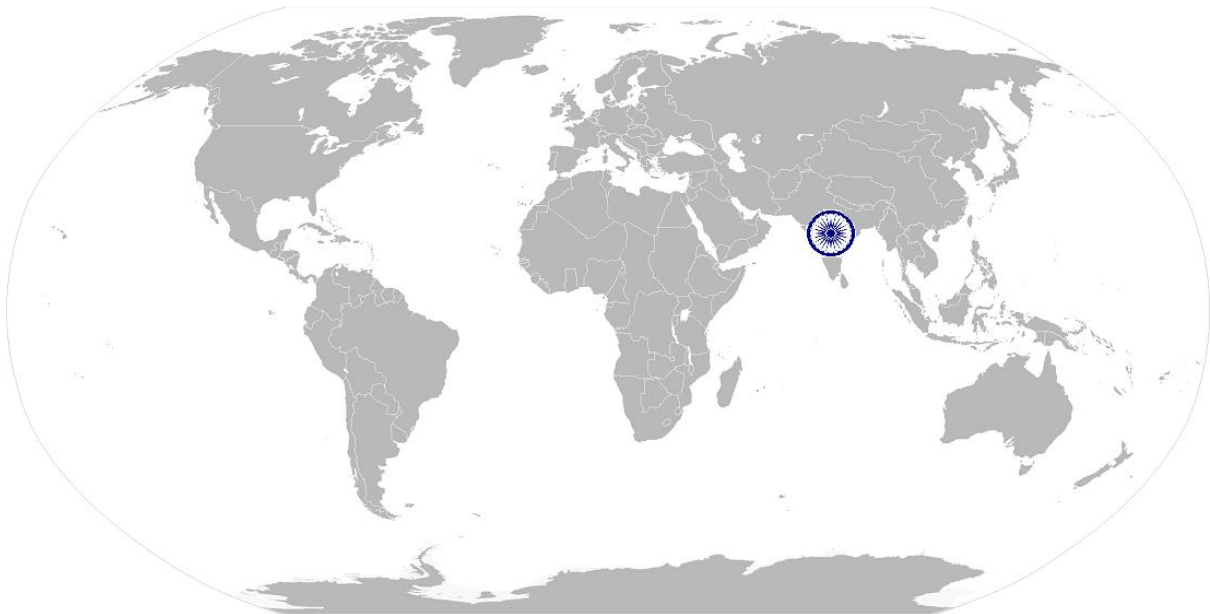
NOS Version Control

NOS Code	HCS/N9906		
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Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16





National Occupational Standard



Overview

This unit is about working as part of a team in the Quality control department.



HCS/N9910

Manage and lead a team

National Occupational Standard	Unit Code	HCS/N9910
	Unit Title (Task)	Manage and lead a team
	Description	Manage the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Engaging the team Coordinating the deployment of the team Measuring performance, sharing feedback and training of the team Managing grievances of the team
	Working Conditions	<ul style="list-style-type: none"> Ability to work in shifts, weekends and public holidays
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Manage and lead a team	<p>The user/individual on the job needs to know and understand:</p> <p>PC1. Ensure the team is aware of the schedule and job expectations on a daily basis</p> <p>PC2. Involve the team in regular meetings to communicate information intended for them</p> <p>PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</p> <p>PC4. Ensure participation of the team in various engagement initiatives organized by the organization</p> <p>PC5. Counsel and address issues among the team for any work related issues</p> <p>PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines</p> <p>PC7. Ensure periodic training of the team and support the team by delivering trainings</p> <p>PC8. Share knowledge of processes, techniques, therapies and products with the the team to enhance their skill levels</p> <p>PC9. Provide feedback to the centre manager pertaining to performance appraisals of the team</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organization's standards of performance and sequence of services</p> <p>KA2. Relevant HR Policies and Processes followed by the organization</p>



HCS/N9910

Manage and lead a team

its processes)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of roster norms and guidelines KB2. How and when to measure performance of the team KB3. How to share feedback with team members KB4. Applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Professional Attitude and Client Relationships
	SA1. Use positive body language, abide by organization regulations and codes of conduct, be supportive and respectful, be sensitive to client's and colleague's personal details, professional appearance, avoid inappropriate conversations
	SA2. Provide a level of service which meets the expectations in terms of quality, hygiene, health and safety of the organization
	Presentation/ Personal Grooming
	SA3. Clean shaven, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
	SA4. Committed to service excellence, courteous, pleasant personality and have considerable patience to address client queries
	Communications
	SA5. Manner and tone, professional, supportive, respectful, sensitive to client
	SA6. Effectively communicate with the therapists and helpers and make them aware of work expectations, targets, policies, processes etc.
	SA7. Listen with full attention the queries and grievances raised by the the team and comprehend the queries and grievances
	SA8. Use emails and other business correspondence methods (internal memos, circular etc.) for communicating with colleagues
Working Environment – Hygiene and Safety Requirements	
SA9. Maintain a hygienic work area adhering to the organizational and applicable legal health and safety standards	
SA10. Manage the storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection	
SA11. Maintain accurate records of operating and closing checklists, product stock status, electrical equipment maintenance	
B. Professional Skills	Planning and Organizing
	The user/individual on the job needs to know and understand how to: SB1. Maintain accurate records of the team member deployment, leave, and timkeeping



HCS/N9910

Manage and lead a team

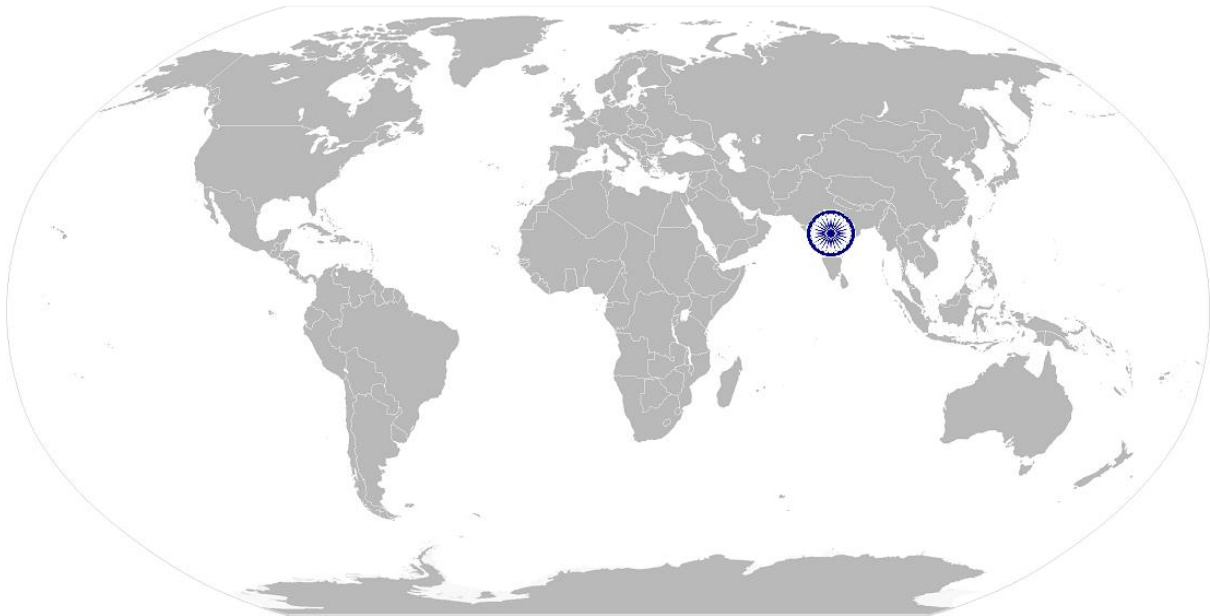
Developing Self & Others	
	The user/individual on the job needs to know and understand how to:
SB2.	Identify the strengths and weaknesses of the subordinate team members
SB3.	Provide constructive and genuine feedback
SB4.	Provide training to the the team for technical and behavioural areas
SB5.	Identify conflicts in the team and try to resolve them at the earliest
SB6.	Interact and engage with the team members on a day to day basis
SB7.	Counsel and coach the the team and help them resolve issues
SB8.	Timely highlight to the management about any good work/ achievement by the team
SB9.	Display empathy for the problems faced by the team and act on the concerns

NOS Version Control

NOS Code	HCS/N9910		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16



National Occupational Standard



Overview

This unit is about maintaining work areas and activities to ensure health, safety & security are maintained as per norms



HCS/N9907

Maintain health, safety and security at work place

National Occupational Standard

Unit Code	HCS/ N9907
Unit Title (Task)	Maintain health, safety and security at work place
Description	This unit provides performance criteria, knowledge & understanding and skills & abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> To comply with health, safety and security requirements at work
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Comply with health, Safety and security requirements at work	<p>PC1. Comply with health and safety related instructions applicable to the workplace</p> <p>PC2. Use and maintain personal protective equipment such as “Nose Mask” etc. as per protocol</p> <p>PC3. Carry out own activities in line with approved guidelines and procedures</p> <p>PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants</p> <p>PC5. Follow environment management system related procedures</p> <p>PC6. Identify and correct (if possible) malfunctions in machinery and equipment</p> <p>PC7. Report any service malfunctions that cannot be rectified</p> <p>PC8. Store materials and equipment in line with organisational requirements</p> <p>PC9. Safely handle and remove waste</p> <p>PC10. Minimize health and safety risks to self and others due to own actions</p> <p>PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks</p> <p>PC12. Monitor the workplace and work processes for potential risks and threat</p> <p>PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned</p> <p>PC14. Report hazards and potential risks/threats to supervisors or other authorized personnel</p> <p>PC15. Participate in mock drills/ evacuation procedures organized at the workplace</p> <p>PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so</p> <p>PC17. Take action based on instructions in the event of fire, emergencies or accidents</p> <p>PC18. Follow organisation procedures for shutdown and evacuation when required</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	<p>KA1. Health and safety related practices applicable at the workplace</p> <p>KA2. Potential hazards, risks and threats based on nature of operations</p> <p>KA3. Organizational procedures for safe handling of equipment and machine operations</p> <p>KA4. Potential risks due to own actions and methods to minimize them</p> <p>KA5. Environmental management system related procedures at the workplace</p> <p>KA6. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points</p> <p>KA7. Potential accidents and emergencies and response to these scenarios</p>



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Maintain health, safety and security at work place

	<p>KA8. Reporting protocol and documentation required</p> <p>KA9. Details of personnel trained in first aid, fire-fighting and emergency response</p> <p>KA10. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
B. Technical/Domain Knowledge	<p>KB1. Occupational health and safety risks and methods</p> <p>KB2. Personal protective equipment and method of use</p> <p>KB3. Identification, handling and storage of hazardous substances</p> <p>KB4. Proper disposal system for waste and by-products</p> <p>KB5. Signage related to health and safety and their meaning</p> <p>KB6. Importance of sound health, hygiene and good habits</p> <p>KB7. Ill-effects of alcohol, tobacco and drugs</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. prepare status and progress reports SA2. write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-loads with co-workers SA5. keep coworker and supervisor informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and manage work routine based on company procedure SB3. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with customers SB5. build customer relationships and use customer centric approach



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Maintain health, safety and security at work place

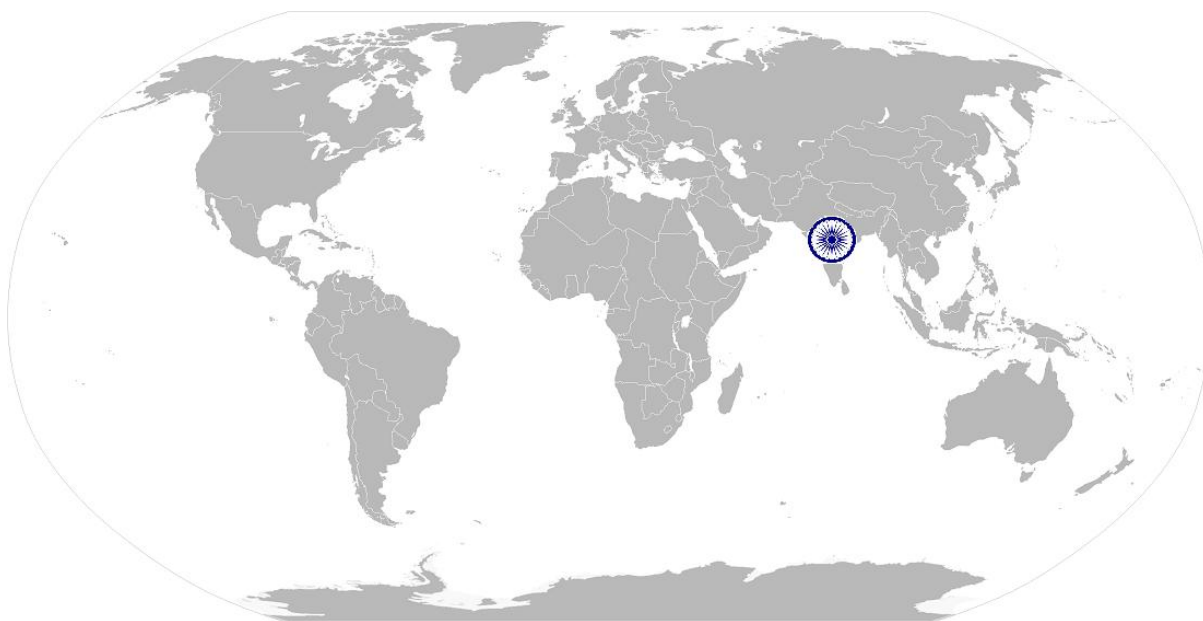
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

NOS Version Control

NOS Code	HCS/N9907		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16



National Occupational Standard



Overview

This unit covers performance criteria, knowledge & understanding and skills abilities required to comply with legal and organization requirements.



HCS/N9909

Comply with industry and organizational requirements

National Occupational Standard

Unit Code	HCS/N9909
Unit Title (Task)	Comply with industry and organizational requirements
Description	This unit is about knowing, understanding, and complying with the requirements of the organization and carpet industry
Scope	This unit/task covers the following: <ul style="list-style-type: none"> To Comply with legal and organizational requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Comply with legal and ethical requirements	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel PC3. Apply and follow these policies and procedures within your work practices PC4. Provide support to your supervisor and team members in enforcing these considerations PC5. 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 KA2. Benefits to your company and yourself due to practice of these procedures KA3. The importance of punctuality and attendance KA4. Specific to the industry/sector, know and understand: <ul style="list-style-type: none"> Legal and ethical requirements Procedures to follow if someone does not meet the requirements KA5. Customer specific requirements mandated as a part of your work process
B. Technical Knowledge	KB1. Customer specific regulations and their importance KB2. Reporting procedure in case of deviations KB3. Limits of personal responsibility
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. prepare status and progress reports SA2. write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets



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	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-loads with co-workers SA5. keep coworker and supervisor informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. identify immediate or temporary solutions to resolve delays SB7. Take appropriate decisions related to responsibilities SB8. Follow the given standards SB9. Procedure to comply with the standards SB10. Plan and manage work routine based on company procedure SB11. Positively influence your team members into follow procedures as required SB12. Participate and influence your organization's response towards these procedures
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB1. use the existing data to arrive at specific data points
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB2. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

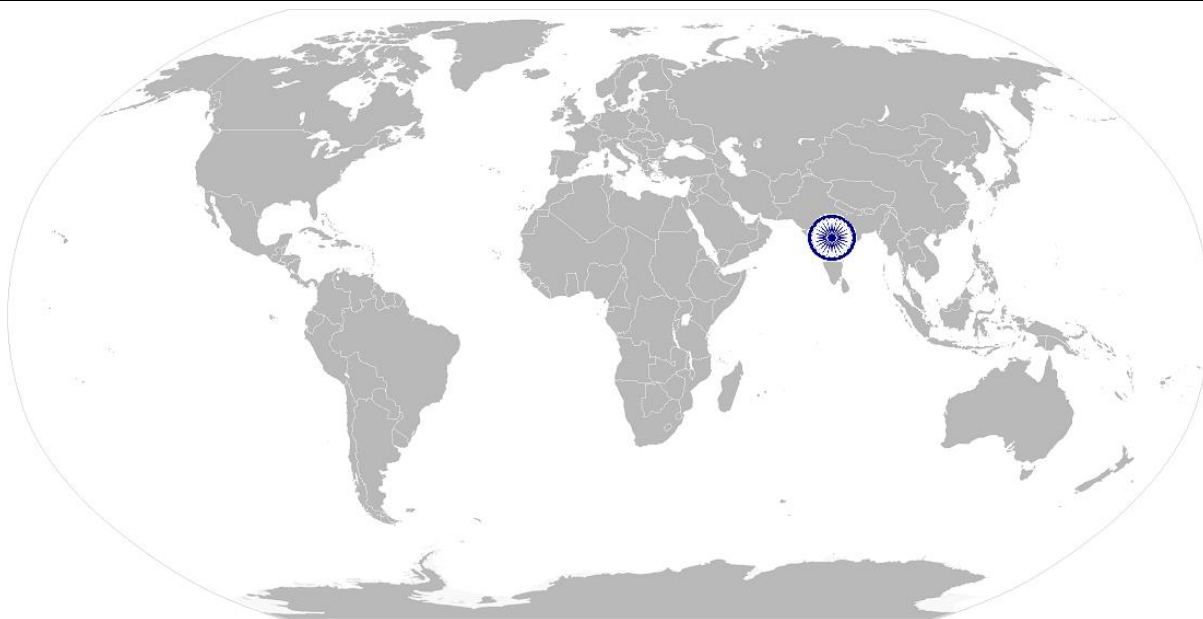


HCS/N9909

Comply with industry and organizational requirements

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Credits (NSQF)	TBD	Version number	1.0
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Occupation	Weaving	Next review date	26/05/16





CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Quality Supervisor

Qualification Pack HCS/Q5501

Sector Skill Council Handicrafts and Carpet

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% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
1. HCS/N5501 - Supervision of Quality Management Functions	PC1. Checking of Raw material yarn for quality parameters like colour, count, strength, ply, fineness etc.	200	8	2	6
	PC2. Check that the standard dyeing requirements including its fastness properties are being adhered to		8	2	6
	PC3. To ensure dyeing is being done properly to prevent shade variation and is matching to the required shade		8	2	6
	PC4. Checking of design for appropriateness, and accuracy		8	2	6
	PC5. Checking of marking on design for yarn shade number/quality		8	2	6
	PC6. Ensure use of same yarn on loom		8	2	6



	PC7. Ensure the required quality parameters are established and conveyed to the concerned production personnel		8	2	6
	PC8. Ensure that in-process checks are introduced and adhered		8	2	6
	PC9. Check carpet for any defects which require repair before wash		8	2	6
	PC10. Ensure that adequate washing recipe is established and complied by Check for washing recipe, time and chemicals		8	2	6
	PC11. Ensure after washing for shade variation, bleeding of colour, design/pattern distortion, cleanliness		8	2	6
	PC12. Review and improvise the recipe based on washing inconsistencies or problems being observed		8	2	6
	PC13. Ensure that carpet is being dried in clean and safe conditions.		4	2	2
	PC14. Check for adequate type and recipe of latex being used		4	2	2
	PC15. Checking for adequate latexing for proper tuft withdrawal force		4	2	2
	PC16. Ensure the hold of the backing is proper with no edges coming out of fabric or fabric not held firmly		4	2	2
	PC17. Ensure adequate methods of preventing the fraying of edges or the latex are developed and implemented		8	2	6
	PC18. Check proper fabric quality is used for manufacturing and finishing of tufts		8	2	6
	PC19. Ensure clipping / embossing are carried out as per prescribed norms		8	2	6
	PC20. Ensure all quality checks are carried out at different stages of processing as well as at the time of final inspection.		8	2	6



	PC21. Take appropriate correction actions at the appropriate manufacturing process to prevent recurring non-conformities		8	2	6
	PC22. Keep records of all the tests that have been carried out.		8	2	6
	PC23. Write and present findings.		8	2	6
	PC24. Keep a record of problems and inform management in case of anticipated delays.		8	2	6
	PC25. Maintain records of suppliers & supplier's performance		8	2	6
	PC26. Coordinate with field supervisors and workers responsible at every stage of carpet manufacturing		4	2	2
	PC27. Collect information on timely basis		4	2	2
	PC28. Identify potential gaps		4	2	2
	PC29. Suggest changes		4	2	2
	PC30. Share quality checklist with the team		4	2	2
	PC31. Ensure adherence to the checklist and organisation's quality standards		4	2	2
		Total	200	60	140
2. HCS/N5502 - Maintenance of Quality Records)	PC1. Prepare and organize work activities	50	10	4	6
	PC2. Adhere to work instructions defined for recoding of quality related activities.		10	4	6
	PC3. Procedure for disposal of old records.		10	4	6
	PC4. Record and Analysis of quality parameters, product/process faults		10	4	6



	PC5. Record of interdepartmental communications regarding quality and corrective and preventive actions		5	2	3
	PC6. Request in professional way for upgrading of system or procedure required for effective working and optimal performance		5	2	3
		Total	50	20	30
3. HCS/N9906 - Maintain workarea, tools and machines	PC1. handle materials, machinery, equipment and tools with care and use them in correct way	50	10	4	6
	PC2. maintain a clean and hazard free working area		10	4	6
	PC3. report unsafe equipment and other dangerous occurrences		10	4	6
	PC4. use clean equipment and methods appropriate for the work to be carried out		10	4	6
	PC5. dispose of waste safely in the designated location		10	4	6
		Total	50	20	30
4. HCS/N9910 - Manage and lead a team	PC1. Ensure the team is aware of the schedule and job expectations on a daily basis	50	6	2	4
	PC2. Involve the team in regular meetings to communicate information intended for them		6	2	4
	PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		6	2	4
	PC4. Ensure participation of the team in various engagement initiatives organized by the organization		6	2	4



	PC5. Counsel and address issues among the team for any work related issues		6	2	4
	PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines		5	2	3
	PC7. Ensure periodic training of the team and support the team by delivering trainings		5	2	3
	PC8. Share knowledge of processes, techniques, therapies and products with the the team to enhance their skill levels		5	2	3
	PC9. Provide feedback to the centre manager pertaining to performance appraisals of the team		5	2	3
		Total	50	18	32
5. HCS/N9907 - Maintain Health, Safety and Security at Workplace	PC1. Comply with health and safety related instructions applicable to the workplace	100	8	3	5
	PC2. Use and maintain personal protective equipment such as "Nose Mask"etc. as per protocol		8	3	5
	PC3. Carry out own activities in line with approved guidelines and procedures		8	3	5
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		6	2	5
	PC5. Follow environment management system related procedures		5	2	3
	PC6. Identify and correct (if possible) malfunctions in machinery and equipment when required		5	2	3
	PC7. Report any service malfunctions that cannot be rectified		5	2	3



	PC8. Store materials and equipment in line with organizational requirements		5	2	3
	PC9. Safely handle and remove waste		5	2	3
	PC10. Minimize health and safety risks to self and others due to own actions		5	2	3
	PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		5	2	3
	PC12. Monitor the workplace and work processes for potential risks and threat		5	2	3
	PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		5	2	3
	PC14. Report hazards and potential risks/threats to supervisors or other authorized personnel		5	2	3
	PC15. Participate in mock drills/evacuation procedures organized at the workplace		5	2	3
	PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so		5	2	3
	PC17. Take action based on instructions in the event of fire, emergencies or accidents		5	2	3
	PC18. Follow organization procedures for shutdown and evacuation		5	2	3
		Total	100	39	61



6. HCS/N9909 - Comply with industry and organizational requirement	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	50	10	4	6
	PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel		10	4	6
	PC3. Apply and follow these policies and procedures within your work practices		10	4	6
	PC4. Provide support to your supervisor and team members in enforcing these considerations		10	4	6
	PC5. Identify and report any possible deviation to these requirements		10	4	6
		Total	50	20	30