

QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR LEATHER 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

Qualification Pack - Quality Control Inspector (Footwear)

SECTOR:	LEATHER
SUB SECTOR:	Footwear
OCCUPATION:	Quality Assurance (Footwear)
REFERENCE ID:	LSS/Q3101
ALIGNED TO:	NCO-2004/NIL

Quality Control Inspection ensures that the products manufactured by the organization meets all the standard and quality specifications as per customer and organization requirements.

Brief Job Description: Quality Control Inspector inspects, monitors and ensures that all the products manufactured comply with the customer and organizational standards.

Personal Attributes: A Quality Control Inspector needs to be able to manage a team and effectively utilize them for maintaining quality standards and targets. He needs to be observant, alert and have an attention for detail. Good team management and effective communication skills are helpful.

Qualifications Pack Code	LSS/Q3101		
Job Role	Quality Control Inspector (Footwear)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Sub-sector	Footwear	Last reviewed on	31/03/14
Occupation	Quality Assurance (Footwear)	Next review date	31/03/17
NSQC Clearance on	18/06/2015		

Job Role	Quality Control Inspector (Footwear)
Role Description	Quality Control Inspector inspects, monitors and ensures that all the products manufactured comply with the customer and organizational standards.
NSQF level	5
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	N/A
Training (Suggested but not mandatory)	Prior training in footwear manufacturing preferred
Minimum Job Entry Age	18 years
Experience	Prior experience as an operator for a minimum of 3-4 years or as a supervisor for 1-2 years in footwear manufacturing
Applicable National Occupational Standards (NOS)	Compulsory <ol style="list-style-type: none"> LSS/N3101 Carry out quality checks in footwear manufacturing LSS/N8601 Maintain health, safety and security at workplace LSS/N8701 Comply with industry, regulatory and organizational requirements Optional: N.A.
Performance Criteria	As described in the relevant OS units

Definition

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 fulfil 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; he/she needs 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 Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
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 required performance.
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 up to the required standard.

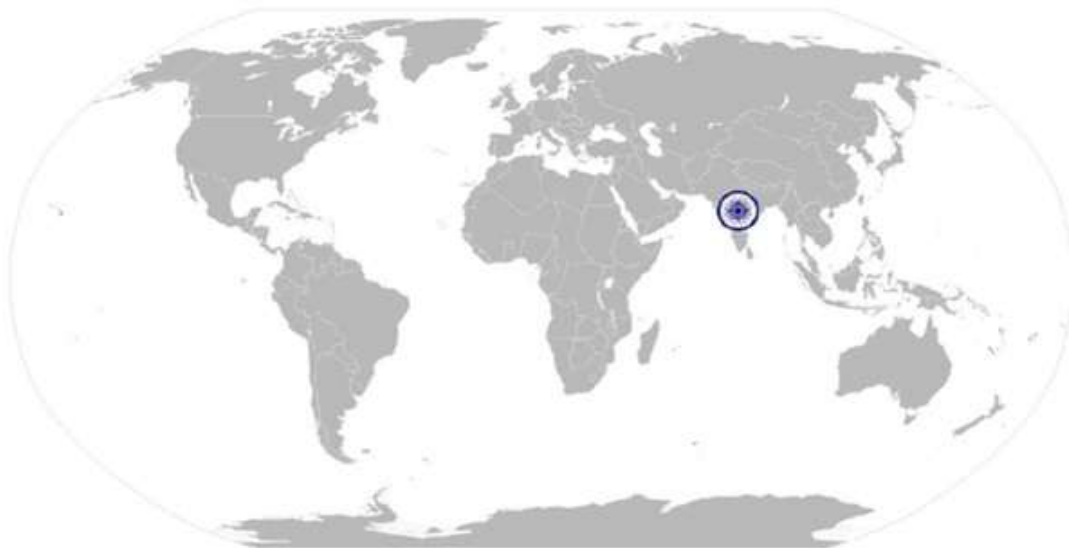
Acronyms

Keywords /Terms	Description
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
TBD	To Be Determined

LSS/N3101

Carry out quality checks in footwear manufacturing

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for footwear quality control inspection by using appropriate machineries, tools, equipment and processes.

LSS/N3101
Carry out quality checks in footwear manufacturing

Unit Code	LSS/N3101
Unit Title (Task)	Carry out quality checks in footwear manufacturing
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for footwear quality control inspection by using appropriate machineries, tools, equipment and processes.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Quality Inspection • Documentation preparation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Quality Inspection	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Ensure that the sample piece produced conforms to the buyer specification PC2. Confirm that leather type, shade and quality of leather is as per buyer specification, after finalization of sample piece PC3. Ensure that the line supervisors, table checkers and final checkers assess, check and maintain the quality of each component PC4. Ensure proper production process is being followed in the factory. PC5. Supervise the work of the line supervisors, table checkers and the final checkers, as per organization standards PC6. Conduct random checks in the production department for to maintain quality as per organization standards PC7. Assess quality of footwear which cannot be certified by the final checker and give a final decision PC8. Pass on issues to managers where necessary PC9. Ensure storage and packing procedures are being as per organization standards
Documentation and Reporting	<ul style="list-style-type: none"> PC10. Receive daily reports of quality checks from the subordinates PC11. Analyze the daily reports submitted by the subordinates and take decision accordingly PC12. Submit final quality report to the quality manager PC13. Document and discuss quality issues with quality manager wherever applicable
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: <ul style="list-style-type: none"> KA1. Details of the various job roles and responsibilities KA2. Procedures for handling the tools and equipment KA3. Method of obtaining/ giving feedback related to performance KA4. The organization's rules, codes and guidelines (including timekeeping) KA5. Organizational policies and procedures KA6. The companies quality standards KA7. Documentation required as part of the process KA8. Personal protective equipment and method of use, wherever required
B. Technical	The user/individual on the job needs to know and understand:

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Carry out quality checks in footwear manufacturing

Knowledge	<p>KB1. Details of the various job roles and responsibilities</p> <p>KB2. Procedures for handling the tools and equipment</p> <p>KB3. Procedures with regard to material usage, storage and packing</p> <p>KB4. Quality standards and the reporting procedures</p> <p>KB5. Process to identify materials which do not conform to specifications</p> <p>KB6. Types of defects possible</p> <p>KB7. The limits of acceptable tolerance for each operation</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Write in English/ local language as applicable
	SA2. Write and document relevant technical forms, job cards, activity logs, quality reports, daily production sheets as per the prescribed format of the company
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. Read English/ local language as applicable
	SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards, etc
	SA5. Read and comprehend customer's requirement and quality standards
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA6. Listen actively
	SA7. Communicate effectively with the operators and supervisors
	SA8. Provide appropriate feedback to the operators and supervisors
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. Evaluate the situation and apply appropriate method of inspection
	SB2. Analyse, review and decide on approval/ rejection based on quality standards of the organization
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB3. Plan quality checks on regular basis
	SB4. Plan for receipt of confirmation of raw materials from the concerned department
	SB5. Discuss and set quality standards for the production team
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB6. Ensure the quality standards of the organization are met to meet the customer requirements
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB7. Identify faults, the causes and rectification for deviations from the quality standards
	SB8. Discuss and suggest methods for rectification

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Carry out quality checks in footwear manufacturing

	SB9. Identify possible ways to improve quality and efficiency
	SB10. Assess the defects and suggest appropriate action
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB11. Assess the quality of the footwear for continuous improvement
	SB12. Suggest alternative methods for improving the quality of the product
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB13. Evaluate the criticality of the quality defect to the product and take appropriate action
	SB14. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



National Occupational Standards

LSS/N3101 **Carry out quality checks in footwear manufacturing**

NOS Version Control

NOS Code	LSS/N3101		
Credits (NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/14
Occupation	Quality Assurance (Footwear)	Next review date	18/06/2015

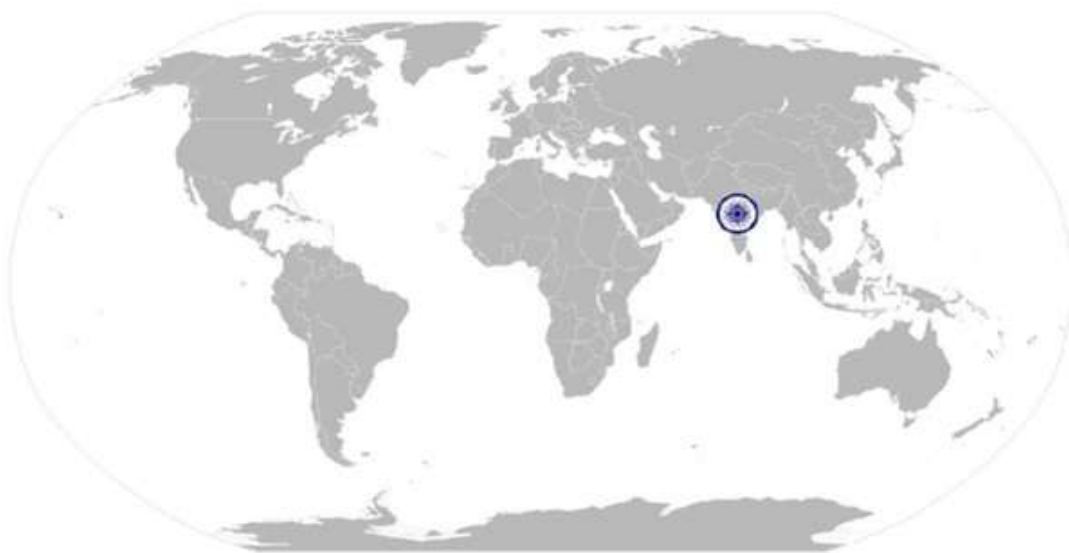
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LSS/N8601

Maintain health, safety and security at workplace

National Occupational Standard



Overview

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.

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Maintain health, safety and security at workplace

National Occupational Standard

Unit Code	LSS/N8601
Unit Title (Task)	Maintain health, safety and security at workplace
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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Compliance with health, safety and security requirements at work
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance with health, safety and security requirements at work	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety related instructions applicable to the workplace</p> <p>PC2. Use and maintain personal protective equipment 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 manufacturer's and organizational requirements</p> <p>PC9. Safely handle and move waste and debris</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 threats</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 organization procedures for shutdown and evacuation when required</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <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>

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Maintain health, safety and security at workplace

company / organization and its processes)	<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 these</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> <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 Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and</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)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Document and report any health and safety related incidents/ accidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA2. Read and comprehend manuals of operations
B. Professional Skills	SA3. Read all organizational and equipment related health and safety manuals and documents
	SA4. Read instructions, guidelines/procedures/rules related to the worksite and machine operations
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA5. Give clear instructions to co-workers, subordinates and other personnel
	SA6. Use correct technical terms while interacting with supervisor
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. Make an appropriate timely decision in responding to emergencies/accidents in line with organizational
	SB2. Evaluate and use correct PPE and other safety gear while at the workplace
B. Professional Skills	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
B. Professional Skills	SB3. Work with supervisors/ team mates to carry out work related tasks

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Maintain health, safety and security at workplace

	SB4. Plan work according to the required schedule
	SB5. Keep work area free from potential hazards
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB6. Ensure and follow organizational procedures pertaining to health and safety are followed
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB7. Take appropriate actions during emergencies, accidents or fire at the workplace
	SB8. Resolve issues pertaining to malfunctions in machineries and report if required
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB9. Identify emergency situations
	SB10. Identify cause effect relationship for the emergencies
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



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Maintain health, safety and security at workplace

NOS Version Control

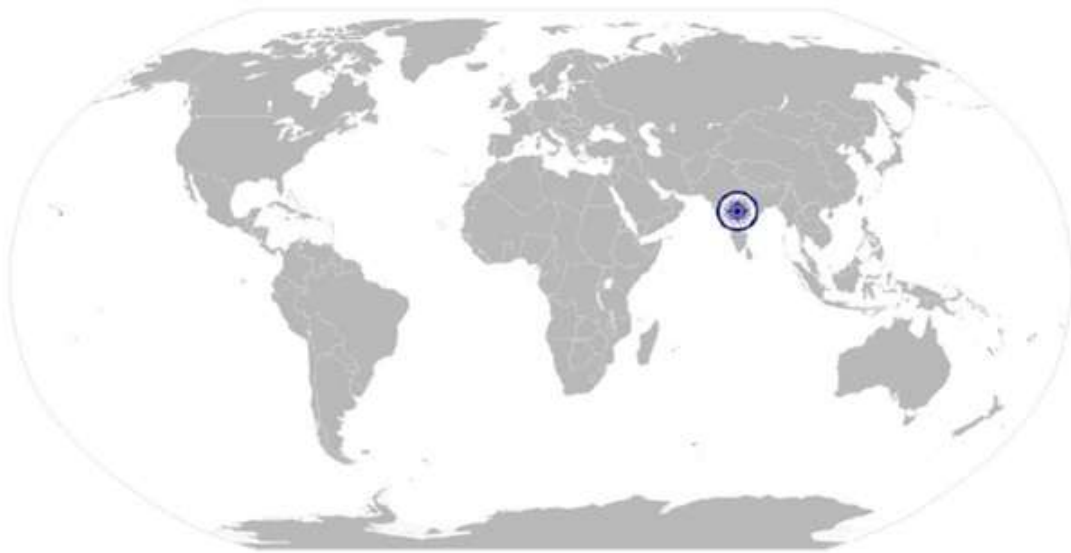
NOS Code	LSS/N8601		
Credits (NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/14
Occupation	Quality Assurance (Footwear)	Next review date	18/06/2015

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LSS/N8701 Comply with industry, regulatory and organizational requirements

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.

LSS/N8701 Comply with industry, regulatory and organizational requirements

National Occupational Standard

Unit Code	LSS/N8701
Unit Title (Task)	Comply with industry, regulatory and organizational requirements
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with industry, regulatory and organizational requirements at the workplace.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Compliance with industry, regulatory and organizational requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance with legal, regulatory and ethical requirements	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures</p> <p>PC2. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel</p> <p>PC3. Apply and follow these policies and procedures within the work practices</p> <p>PC4. Provide support to the supervisor and team members in enforcing these considerations</p> <p>PC5. Identify and report any possible deviation to these requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of having an ethical and value-based approach to governance</p> <p>KA2. Benefits to the company and oneself due to practice of these procedures</p> <p>KA3. Specific to the industry/sector, know and understand:</p> <ul style="list-style-type: none"> Legal, regulatory and ethical requirements Procedures to follow if someone does not meet the requirements <p>KA4. Customer specific requirements mandated as a part of the work process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Country / customer specific regulations for the sector and their importance</p> <p>KB2. Reporting procedure in case of deviations</p> <p>KB3. Limits of personal responsibility</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write and document appropriate technical forms, job cards, inspection sheets as required format of the company</p>
	Reading Skills
	<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</p>

LSS/N8701 Comply with industry, regulatory and organizational requirements

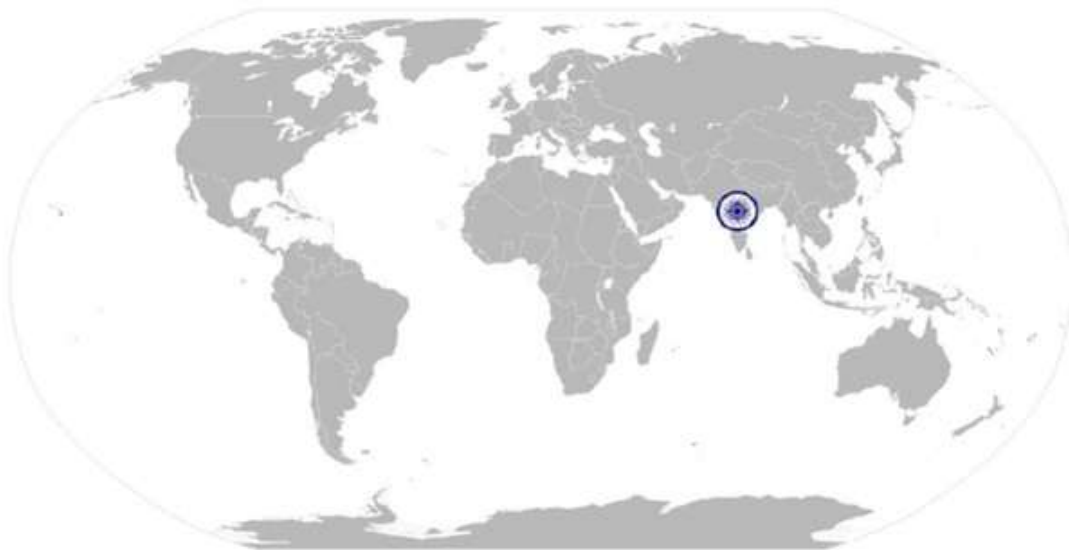
	the machine and operating manuals, job cards, visual cards, etc
	SA4. Read in the local language as applicable
	SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA6. 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. Take appropriate decisions related to responsibilities
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB2. Plan and manage work routine based on company procedure
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB3. Ensure and follow organizational procedures and policies
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB4. Evaluate and seek and obtain clarification from the superiors
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB5. Apply balanced judgement to different situations
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB6. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

LSS/N8701 Comply with industry, regulatory and organizational requirements

NOS Version Control

NOS Code	LSS/N8701		
Credits (NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/14
Occupation	Quality Assurance (Footwear)	Next review date	18/06/2015

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Quality Control Inspector(Leather Footwear)

Qualification Pack LSS/Q3101

Sector Skill Council Leather

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 an aggregate of 50% aggregate
6. In case of successfully passing only certain number of NOS, the trainee is eligible to take subsequent assessment on the balance NOS to pass the Qualification Pack

NOS	PC	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
LSS/N3101 Carry out quality checks in leather footwear manufacturing	PC1. Ensure that the sample piece produced conforms to the buyer specification	30	1	0	1
	PC2. Confirm that leather type, shade and quality of leather is as per buyer specification, after finalization of sample piece		3	1	2
	PC3. Ensure that the line supervisors, table checkers and final checkers assess, check and maintain the quality of each component		2	1	1
	PC4. Ensure proper production process is being followed in the factory.		2	1	1
	PC5. Supervise the work of the line supervisors, table checkers and the final checkers, as per organization standards		2	1	1
	PC6. Conduct random checks in the production department for to maintain quality as per organization standards		4	1	3

	PC7. Assess quality of footwear which cannot be certified by the final checker and give a final decision		3	1	2
	PC8. Pass on issues to managers where necessary		2	1	1
	PC9. Ensure storage and packing procedures are being as per organization standards		4	1	3
	PC10. Receive daily reports of quality checks from the subordinates		2	1	1
	PC11. Analyze the daily reports submitted by the subordinates and take decision accordingly		2	1	1
	PC12. Submit final quality report to the quality manager		2	1	1
	PC13. Document and discuss quality issues with quality manager wherever applicable		1	0	1
		Total	30	11	19
LSS/N8601 Maintain health, safety and security at workplace	PC1. Comply with health and safety related instructions applicable to the workplace	35	1	0	1
	PC2. Use and maintain personal protective equipment as per protocol		4	1	3
	PC3. Carry out own activities in line with approved guidelines and procedures		2	1	1
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		2	0	2
	PC5. Follow environment management system related procedures		2	1	1
	PC6. Identify and correct (if possible) malfunctions in machinery and equipment		4	1	3
	PC7. Report any service malfunctions that cannot be rectified		2	1	1
	PC8. Store materials and equipment in line with manufacturer's and organizational requirements		1	0	1
	PC9. Safely handle and move waste and debris		2	1	1
	PC10. Minimize health and safety risks to self and others due to own actions		2	0	2
	PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		1	0	1

	PC12. Monitor the workplace and work processes for potential risks and threats		2	1	1
	PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		2	1	1
	PC14. Report hazards and potential risks/ threats to supervisors or other authorized personnel		1	0	1
	PC15. Participate in mock drills/ evacuation procedures organized at the workplace		2	1	1
	PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so		2	1	1
	PC17. Take action based on instructions in the event of fire, emergencies or accidents		1	0	1
	PC18. Follow organization procedures for shutdown and evacuation when required		2	1	1
		Total	35	11	24
LSS/N8701 Comply with industry, regulatory and organizational requirements	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	10	2	1	1
	PC2. Seek and obtain clarifications on policies and procedures, from your manager or other authorized personnel		3	0	3
	PC3. Apply and follow these policies and procedures within your work practices		2	1	1
	PC4. Provide support to your manager and team members in enforcing these considerations		1	0	1
	PC5. Identify and report any possible deviation to these requirements		2	1	1
		Total	10	3	7