

Model Curriculum

Milk Route Supervisor

SECTOR: AGRICULTURE & ALLIED
SUB-SECTOR: DAIRYING
OCCUPATION: MILK COLLECTION & HANDLING
REF ID: AGR/Q4201, V1.0
NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AGRICULTURE SKILL COUNCIL OF INDIA

for the


MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: **'Milk Route Supervisor'** QP No. **'AGR/Q4201 NSQF Level 5'**

Date of Issuance: July 30th, 2017

Valid up to: March 31st, 2021

* Valid up to the next review date of the Qualification Pack


S. S. Anand
Authorised Signatory
(Agriculture Skill Council of India)

Milk Route Supervisor

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Milk Route Supervisor”, in the “Agriculture & Allied” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Milk Route Supervisor		
Qualification Pack Name & Reference ID.	AGR/Q4201, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Class 12, preferably		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare route maps for procurement of milk from catchment area: Route mapping, Transportation roster, Technical knowledge of the delivery mechanism • Personal Management for Transportation of Milk: Manpower planning, training of drivers, procedure compliance and productivity management • Complete documentation, inventory management and record keeping related to milk transportation: Record keeping of transportation of milk and transports • Ensure Safety, Hygiene and Sanitation during transportation of milk: Safety and hygiene practices • Spearhead the team for milk route supervision: Team management 		

Trainer Prerequisites for Job role: “Milk Route Supervisor” mapped to Qualification Pack: “AGR/Q4201, v1.0”

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees – Ensuring practical training well as theoretical sessions regarding transportation of milk
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication, leadership, observation and practical oriented skills.
3	Minimum Educational Qualifications	Diploma in Veterinary /Animal Husbandry / Dairying
4a	Domain Certification	Certified for Job Role: “Milk Route Supervisor” mapped to QP: “AGR/Q4201, v1.0”. Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • B. V. Sc. With 2 years of relevant experience • B. Tech (Dairy) with 2 years of relevant experience • B. SC Agriculture with 2 years of relevant experience • Any Graduate with 3 years of relevant experience • Diploma in veterinary /Animal Husbandry / Dairying with 4 years of relevant work experience • VLDA (Veterinary livestock development assistant) with 3 years of relevant work experience

	PC2. Define the role for each person who is involved in the procurement and transportation of milk from catchment areas to the processing plant	10	3	7
	PC3. Assess the need for additional or less manpower depending on the fluctuations in the business cycle	5	1.5	3.5
	PC4. Prepare a back up plan for manpower allocation in case of unforeseen circumstances	5	1.5	3.5
	PC5. Coordinate work hours including scheduling, approving time off requests, tracking absences, timekeeping and managing driver overtime expenses	5	1.5	3.5
	PC6. Provide training to drivers and/or merchandisers on company policies and procedures on an ongoing basis	5	1.5	3.5
	PC7. Ensure that the drivers are well trained in operating the milk hauling vehicle and can perform minor mechanical fixes on the route	5	1.5	3.5
	PC8. Facilitate communications from truck and equipment repairs with vehicle maintenance personnel	10	3.5	6.5
	PC9. Establish and communicate performance standards and objectives; conduct periodic performance appraisals	5	1.5	3.5
	PC10. Monitor operations and staff; recommend when necessary, changes in methods, procedures structures and additions or changes in personnel to secure optimum utilization of resources	10	3	7
	PC11. Conduct driver meetings, keep staff informed on current problems, changes, and new developments by conducting periodic meetings	5	1.5	3.5
	PC12. Maintain cordial relations with milk producers, help in payment disbursement, facilitate bank account opening, and organize and conduct training for farmers	5	1.5	3.5
	PC13. Monitor work productivity, reports on trends, and recommend and implement changes to continually improve work productivity	5	1.5	3.5
	PC14. Perform periodic "ride alongs" to ensure that drivers perform their functions in a safe and productive manner	5	1.5	3.5
	PC15. Participate in maintenance of driver qualification files, log files and vehicle condition reports for all	5	1.5	3.5

	PC6. Load the details in erp system for future reference		5	3	2
	PC7. Verify the documents and track details in cases of concerns		5	3	2
	PC8. Maintain documentation of daily pre-trip equipment and vehicle inspections		5	3	2
	PC9. Document and maintain records of preventive maintenance, routine checks, inspections, faults identified, repairs, replacements, refrigerant leak (if the hauling vehicle is refrigerated), recharge, quantity and kind (new, reused or recycled etc of refrigeration system and components following sop		15	10	5
	PC10. Document vehicle breakdown reports and other complaints received from the drivers		5	3	2
	PC11. Maintain record of observations or deviations (if any)		5	3	2
	PC12. Load the details in erp system followed by the organisation for future reference		5	3	2
	PC13. Verify the documents and track details in cases of concerns		5	3	2
			100	60	40
4. AGR/Q4204 Safety, hygiene and sanitation while transportation of milk	PC1. Comply with safety and hygiene procedures followed in the organisation	100	5	1	4
	PC2. Ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc		10	3	7
	PC3. Ensure hygienic transportation of milk		10	3	7
	PC4. Clean, maintain and monitor processing equipment periodically, using it only for the specified purpose		10	3	7
	PC5. Use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required		10	3	7
	PC6. Follow housekeeping practices by having designated area for materials/tools		5	1	4
	PC7. Attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them		10	3	7
	PC8. Identify, document and report problems such as rodents and pests to management		5	2	3
	PC9. Conduct workplace checklist audits before and after work to		5	1	4

Model Curriculum

Village Level Milk Collection Center Incharge

SECTOR: AGRICULTURE & ALLIED
SUB-SECTOR: DAIRYING
OCCUPATION: MILK COLLECTION & HANDLING
REF ID: AGR/Q4202, V1.0
NSQF LEVEL: 4



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MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: 'Village Level Milk Collection Center Incharge' QP No. 'AGR/Q4202 NSQF Level 4'

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* Valid up to the next review date of the Qualification Pack



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Village Level Milk Collection Center Incharge

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Village Level Milk Collection Center Incharge”, in the “Agriculture & Allied” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Village Level Milk Collection Center Incharge		
Qualification Pack Name & Reference ID.	AGR/Q4202, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Class 8 preferably		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare the milk collection center for operation: Introduction to milk collection equipment and function of the equipments, Measurement of milk and quality testing at initial level • Perform milk collection activities: Collection of milk in the milk can, process of unloading and transfer of milk, milk testing and method of tanker loading and dispatch • Maintain documentation ,record keeping and payment related to milk collection operation: Basics of computer and ERP • Ensure Safety Hygiene and Sanitation at milk collection center: Types of contamination, types of adulteration , prevention and control of contamination and adulterants, safety and hygiene procedure 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code AGR/N4209	<ul style="list-style-type: none"> • Ensure personal hygiene • Ensure and maintain cleanliness at milk collection center • Attend training on hazard management • Get acquainted with different types of sanitizers and procedure to use them • Get acquainted with physical, chemical and biological methods of prevention • Follow safe food practices by labelling milk and finished products 	spray / ointment, Antiseptic liquid; Antidote, Phone directory, Search lights, fire extinguisher,
	Total Duration: Theory Duration (hh:mm) 65:00 Practical Duration (hh:mm) 135:00	Unique Equipment Required: Laptop, white board, marker, projector, Audio-visual aids, checklist format, electronic weighing scale, analyser, chemicals, reagents, pH meter, lactometers, sterilizers, flasks, sanitizers, glassware, dead weights, calibrated measuring jars, reagents, electronic weighing scale, analyser, PPEs, AMCUS, Adulteration kit	

Grand Total Course Duration: **200 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Agriculture Skill Council of India](#))

Trainer Prerequisites for Job role: “Village Level Milk Collection Center Incharge” mapped to Qualification Pack: “AGR/Q4202, v1.0”

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees – Ensuring practical training as well as theoretical sessions for village level milk collection
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication, leadership, observation and practical oriented skills.
3	Minimum Educational Qualifications	Diploma in Veterinary /Animal Husbandry / Dairying
4a	Domain Certification	Certified for Job Role: “Village Level Milk Collection Center Incharge” mapped to QP: “AGR/Q4202, v1.0”. Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • B. Tech (Dairy) with 1 year of relevant experience • B. V. Sc. with 2 years of relevant experience • B. SC Agriculture with 2 years of relevant experience • Any Graduate with 3 years of relevant experience • Diploma in veterinary /Animal Husbandry / Dairying with 3 years of relevant work experience • VLDA (Veterinary livestock development assistant) with 2 years of relevant work experience

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Village Level Milk Collection Center Incharge
Qualification Pack	AGR/Q4202, v1.0
Sector Skill Council	Agriculture

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 aggregate.
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

	<ul style="list-style-type: none"> ensure that the analyser is calibrated on a timely basis record the variation if any and note the action performed to correct the calibration in the log book 				
	PC7. ensure proper maintenance of the centre				
	<ul style="list-style-type: none"> ensure that stationary and other necessary articles such as chemicals, reagents and cleaning agents are in place maintain inventory list for each item keeping 2 weeks as the lead time for replenishment ensure running tap water is available during milk collection hours ensure that all the chemicals/reagents stored have a label on their container showing their date of standardization and expiry 				
			14	4	10
			100	30	70
2. AGR/Q4207 Carry out milk collection activities	PC1. collect milk supplied by farmers in buckets and cans		6	2	4
	PC2. follow standard operating procedure for milk can opening		6	2	4
	PC3. carry out organoleptic tests and identify doubtful cans		6	1	5
	PC4. lift the cans using the grip handles provided on the side		5	1	4
	PC5. ensure that the milk does not spill during the transfer and is filtered through a clean nylon cloth		6	2	4
	PC6. record the total quantity of the milk once all of it has been poured		6	2	4
	PC7. ensure that the cans/buckets are inverted and placed on SS drip saver for recovery of the milk drops that remain in the can	100	6	2	4
	PC8. follow SOP for lid cleaning and sanitization and ensure that the can is washed thoroughly (activity is done immediately after can opening)		6	2	4
	PC9. print acknowledgement slip and provide to farmer for quantity of milk supplied		6	2	4
	PC10. record the electronic weighed data and fat/SNF test data taken from analyser		6	2	4
	PC11. ensure that the milk samples are tested and the results (%fat, %SNF) are written on milk procurement sheet and handed over to the transporter		6	2	4

	PC12. ensure that the identified milk cans which were suspected at the time of organoleptic testing are tested for COB test (clot on boiling) and adulteration tests		6	2	4
	PC13. ensure that the identified adulterated milk can is emptied at the site and record is maintained		6	1	5
	PC14. ensure that the DG set is switched ON in case of power failure or low voltage supply		6	2	4
	PC15. check whether the road milk vehicle (primary transporter) has been cleaned properly		6	2	4
	PC16. transfer the milk to the transportation tanker		5	1	4
	PC17. ensure that the tanker driver acknowledges the quantity of milk loaded in kgs and the quality results (Fat and SNF), temperature and acidity		6	2	4
			100	30	70
3. AGR/Q4208 Complete documentation, record keeping and payments related to milk collection operations	PC1. ensure that the below mentioned records are maintained on a continuous basis:	100	6	4	2
	• individual milk producer wise can collection and weightment register				
	• fat and SNF reading sample wise register				
	• MCC stationery, consumables and testing equipment stock register				
	• MCC stock dispatch register				
	PC2. record milk temperature, collection time, date of pick-up				
	PC3. document and maintain records of all incoming milk: weight of milk, farmer details, catchment area / geographical location, receiving date and label details such as date of procurement, quality parameters				
	PC4. document and maintain records of all outgoing milk from the centre such as type and varieties of milk, weight of milk, actual storage period, losses from incoming to outgoing period				
	PC5. maintain record of observations (if any) related to storage				
	PC6. load the details in computer system for future reference				
PC7. verify the documents and track details in cases of concerns		6	3	3	
PC8. ensure that once all the milk has been tested and weighed, a report is generated which includes		6	4	2	

	individual producer code, name, number of cans or buckets, total milk in Kgs, average fat, average SNF, quantity of rejected milk				
	PC9. send report to the head office via email		5	3	2
	PC10. document and maintain records of parameters such as temperature, quality of the milk before loading in the hauling/transportation vehicle		6	3	3
	PC11. maintain record of observations or deviations (if any) related to storage parameters		6	3	3
	PC12. load the details in computer system for future reference		6	4	2
	PC13. verify the documents and track details in cases of concerns		6	3	3
	PC14. ensure that the amount payable to the farmer is calculated based on fat content, water level, weight and SNF levels		6	4	2
	PC15. ensure that the amount is written on a proper receipt and handed over to the farmer/supplier to collect the money after a certain period of time		6	4	2
	PC16. ensure that the money is paid to farmers/suppliers who are due on that particular day		6	3	3
	PC17. maintain a grievance register to record grievances from suppliers/farmers		6	4	2
			100	60	40
4. AGR/Q4209 Safety, hygiene and sanitation at milk collection center	PC1. comply with safety and hygiene procedures followed in the organisation	100	6	2	4
	PC2. ensure personal hygiene by using of gloves, hairnets, masks, ear plugs, goggles, shoes, etc		5	1	4
	PC3. clean, maintain and monitor milk hauling vehicles and equipments periodically, using it only for the specified purpose		5	1	4
	PC4. use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required		6	2	4
	PC5. follow housekeeping practices by having designated area for materials/tools		6	2	4
	PC6. attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them		6	1	5

PC7.	identify, document and report problems such as rodents and pests; seek professional expert advise on resolving these issues	6	2	4
PC8.	conduct workplace checklist audits before and after work to ensure safety and hygiene	5	1	4
PC9.	ensure display of hand washing signs and/or posters at the appropriate points	6	2	4
PC10.	ensure that milk is not handled if there are any open wounds or sores especially on the hands and arms	5	2	3
PC11.	ensure that 'no smoking', 'no tobacco chewing', and 'no spitting' signs or posters are displayed inside	6	2	4
PC12.	ensure that stray dogs/cats are kept away from the area	5	1	4
PC13.	ensure that there is adequate protection from birds, rodents, etc.	6	2	4
PC14.	ensure that there is no accumulation of waste and water around the centre	5	2	3
PC15.	ensure that the milk collection area is not used for washing hands	5	2	3
PC16.	ensure that no loose wires are hanging in the milk collection area	5	2	3
PC17.	ensure that the milk collection centre flooring at all times is free from cracks and crevices and does not have any missing or loose tiles (if tiled flooring is used)	6	1	5
PC18.	ensure that walls and ceilings are free of cobwebs and loose chips of paint or any building material	6	2	4
		100	30	70
GRAND TOTAL		400	150	250

Model Curriculum

Milk Tester

SECTOR: AGRICULTURE & ALLIED
SUB-SECTOR: DAIRYING
OCCUPATION: MILK COLLECTION & HANDLING
REF ID: AGR/Q4203, V1.0
NSQF LEVEL: 4



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Job Role/Qualification Pack: **'Milk Tester'** QP No. **'AGR/ Q4203 NSQF Level 4'**

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Milk Tester

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Milk Tester”, in the “Agriculture & Allied” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Milk Tester		
Qualification Pack Name & Reference ID.	AGR/Q4203, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Class 12		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area and equipments for testing: Introduction to milk testing, Prepare and maintain work area and lab equipment's for milk testing • Prepare for quality analysis and manage housekeeping for milk testing: Calibrate and maintain equipments, prepare reagents, manage housekeeping • Manage Sampling and Quality Analysis for Milk Testing: Chemistry of milk, qualitative and quantitative test, system and processes of milk analysis • Maintain documentation and record keeping related to milk testing: Basics of computer and ERP • Maintain Safety Hygiene and Sanitation for Milk Testing: Types of contamination, types of adulteration , prevention and control of contamination and adulterants, safety and hygiene procedure 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code AGR/N4211	the register and ERP <ul style="list-style-type: none"> • Understand reagents and undertake the preparation and supervision of each reagents • Maintain and manage the inventory of all chemicals, lab equipments, glass wares etc • Prepare purchase requisition of all the inventories and process requisition • Undertake cleanliness and maintenance of equipments as per maintenance procedures for equipments • Understand the SOP and checklist of housekeeping • Visit all processing units and follow the process of housekeeping including corrective actions as suggested • Maintain and file all documents pertaining to housekeeping 	
4	Sampling and Quality Analysis for Milk Testing Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code AGR/N4212	<ul style="list-style-type: none"> • Sample the milk: <ul style="list-style-type: none"> ▪ Procured milk ▪ Finished milk and milk products • Collect pre-shipment sample • Disperse milk fat before chemical test of milk • Use plunger, dipper for taking milk sample • Use autoclave/pressure cooker for sterilization of dipper • Undertake labelling of samples • Cool the sample at correct temperature prior to testing • Transfer the sample for analysis • Carry out analysis of each sample • Collect, file and maintain all the documents • Verify certificate of analysis • Monitor and maintain storage condition • Inform any discrepancy to the supervisor • Understand disposal procedure as per organization standards • Record the results in the register and ERP • Maintain the cleanliness of the glass wares and other equipments and follow the maintenance procedures for equipments 	Laptop, white board, marker, projector, plunger, dipper, autoclave

Trainer Prerequisites for Job role: “Milk Tester” mapped to Qualification Pack: “AGR/Q4203, v1.0”

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees – Ensuring practical training of milk testing, informative sessions on identification and functions of laboratory apparatus/equipments that are prerequisite for milk testing.
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication, leadership, observation and practical oriented skills.
3	Minimum Educational Qualifications	Diploma in Veterinary /Animal Husbandry / Dairying
4a	Domain Certification	Certified for Job Role: “ <u>Milk Tester</u> ” mapped to QP: “ <u>AGR/Q4203, v1.0</u> ”. Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • B. Tech (Dairy) with 2 years relevant • B. SC Agriculture with 2 years of relevant experience • Any Graduate with 3 years of relevant experience • Diploma in veterinary /Animal Husbandry / Dairying with 4 years of relevant work experience

Assessable outcomes	Assessment criteria for outcomes	Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
1. AGR/Q4210 Prepare and maintain work area and equipments for milk testing	PC1. Clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, and spillage	100	25	5	20
	PC2. Ensure that the work area is safe and hygienic for milk analysis and testing		10	3	7
	PC3. Prepare a cleanliness checklist and ensure that all points are covered before starting the quality tests		15	5	10
	PC4. Dispose waste materials as per defined SOPs and industry requirements		15	5	10
	PC5. Check the working and performance of all equipments and tools used for process such as weighing scales, pH meter, lactometers, moisture analyser, sterilizer, flasks, refractometer, TDS (total dissolved solvents) meter, equipments for testing containers, etc.		15	6	9
	PC6. Clean the equipments and glass wares used with recommended sanitizers following specifications and organisation standards		10	3	7
	PC7. Organize glass wares and equipments for analysis		10	3	7
			100	30	70
2. AGR/Q4211 Prepare for quality analysis and manage housekeeping for milk testing	PC1. Handle and maintain tools (deadweights, calibrated measuring jars) and reagents (standard solutions) used for calibration of equipments following laboratory procedures and standards	100	5	1	4
	PC2. Read and understand the standard operating procedures (SOP) for calibration of each equipment		4	2	2
	PC3. Record the reading in the calibration register		3	1	2
	PC4. Maintain list of all equipments along with its calibration frequency		3	1	2
	PC5. Maintain record/file of external calibration reports		3	1	2
	PC6. Check the working and performance of all equipments on regular basis		3	1	2
	PC7. Report any malfunction/repairs to the supervisor		3	1	2
	PC8. Inform the supplier/manufacturer on the malfunction/repairs and get it		3	1	2

	repaired immediately			
	PC9. Maintain list of all equipments along with the details of annual maintenance contract	3	1	2
	PC10. Record all details on lab equipment like performance, faults, repairs, annual maintenance etc in the equipment register and in ERP	5	1	4
	PC11. Read and understand the SOPs for preparing each reagent	3	1	2
	PC12. Ensure availability of distilled water and standard solutions at all times	3	1	2
	PC13. Weigh required chemicals and measure solvents in calibrated instruments and measuring jars	3	1	2
	PC14. Mix solvents and chemicals and maintain required conditions following the procedure for preparing the reagents	3	1	2
	PC15. Prepare standards solutions for calibration of equipments	3	1	2
	PC16. Store the chemicals, solvents, acids, reagents etc following manufacturer's instructions (from the label) or following laboratory procedures and standards	5	1	4
	PC17. Ensure and maintain inventory of all lab chemicals, glass wares, consumables, equipment spares etc	3	1	2
	PC18. Maintain list of all chemicals, solvents, acids, reagents, glass wares, consumables, equipment spares etc used in the laboratory	3	1	2
	PC19. Check the inventory of lab chemicals, glass wares, consumables, equipment spares at regular intervals in the register and ERP and update lab technician on the inventory status	5	1	4
	PC20. Prepare purchase requisition for lab chemicals, glass wares, consumables, equipment spares with the approval of superiors, and process requisition	5	1	4
	PC21. Clean the glassware used for analysis with recommended detergents, disinfectants and sanitizers	3	1	2
	PC22. Clean and maintain equipments used following the maintenance procedures for equipments	3	1	2
	PC23. Read and understand the SOP and checklist for housekeeping	3	1	2
	PC24. Visit the processing unit (procured milk, milk at various stages, milk products), process/production area,	5	1	4

	PC11. Verify the certificate of analysis (COA) against organisation standards		3	1	2
	PC12. File and maintain all documents related to sample along with the test report		3	1	2
	PC13. Monitor and maintain the storage conditions (like temperature, humidity, cleanliness etc) of the control sample		3	1	2
	PC14. Dispose the control sample and shelf-life sample after the control period following disposal procedures and as per organisation standards		3	1	2
	PC15. Read and understand the standard operating procedures (SOP) for analysis of each sample		3	1	2
	PC16. Carry out analysis in calibrated equipments following standard operating procedure		3	1	2
	PC17. Perform basic tests on physical parameters like colour, appearance, texture, weight etc on milk and milk product samples collected		5	2	3
	PC18. Perform basic chemical analysis like moisture content, bulk density, pH, total soluble solids (TSS) using refractometer, etc on milk and milk product samples collected		10	3	7
	PC19. Inform the supervisor of any discrepancies in the analysis result		3	1	2
	PC20. Record the results in the quality analysis register		4	1	3
	PC21. Enter the results in the ERP system (in case a computerized system is used)		4	1	3
	PC22. Clean the glassware used with recommended detergents, disinfectants and sanitizers		4	1	3
	PC23. Clean and maintain equipments used, following maintenance procedures for equipments		4	1	3
			100	30	70
4. AGR/Q4213 Complete documentation and record keeping related to milk testing	PC1. Document and maintain records of procured milk and containers sampled such as	100	15	10	5
	• Place of sampling				
	• Sampling procedure				
	• Supplier information				
	• Batch number				
• Receiving date/ date of procurement					

	<ul style="list-style-type: none"> Supplier documents (P.O., invoice, certificate of analysis, etc.) 				
	<ul style="list-style-type: none"> Condition of the transport vehicle 				
	<ul style="list-style-type: none"> Condition of procured milk 				
	PC2. Document and maintain records on procured milk and container analysis such as				
	<ul style="list-style-type: none"> Parameters analyzed 				
	<ul style="list-style-type: none"> Method of analysis 				
	<ul style="list-style-type: none"> Tests performed on the milk 				
	<ul style="list-style-type: none"> Storage of sample 	15	10	5	
	<ul style="list-style-type: none"> Equipments used for analysis 				
	<ul style="list-style-type: none"> Analysis results 				
	<ul style="list-style-type: none"> Certificate of analysis 				
	PC3. Maintain record of observations (if any) related to procured milk, containers	10	5	5	
	PC4. Load the analysis details in ERP for future reference (in case a computerized system is used)	10	5	5	
	PC5. Document and maintain records on equipments used for analysis, condition of the equipment, control used for analysis, equipment parameter, equipment performance, time taken for analysis, etc. as per company standards	15	10	5	
	PC6. Document and maintain records of equipment calibration such as date of calibration, procedure and method used for calibration, errors/variations observed, calibration readings, internal and external calibration reports, reagents/standards/tools used for calibration condition of the equipment, etc. as per company standards	15	10	5	
	PC7. Maintain record of observations or deviations (if any)	10	5	5	
	PC8. Load the details in ERP for future reference	10	5	5	
		100	60	40	
5. AGR/Q4214 Safety, hygiene and sanitation for milk testing	PC1. Comply with safety and hygiene procedures followed in the organisation	100	5	1	4
	PC2. Ensure personal hygiene by use		10	3	7

	of gloves, hairnets, shoes, etc.				
	PC3. Ensure hygienic production of milk by inspecting procured milk, finished milk products, etc. for compliance to physical, chemical and microbiological parameters	10	3	7	
	PC4. Clean, maintain and monitor milk processing equipment periodically, using it only for the specified purpose	10	3	7	
	PC5. Use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required	10	3	7	
	PC6. Follow housekeeping practices by having designated area for materials/tools	5	1	4	
	PC7. Attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them	10	3	7	
	PC8. Identify, document and report problems such as rodents and pests to supervisors	5	2	3	
	PC9. Conduct workplace checklist audits before and after work to ensure safety and hygiene	5	1	4	
	PC10. Document and maintain procured milk, container, process and finished products for the credibility and effectiveness of the Dairy safety control system	5	3	2	
	PC11. Determine the quality of milk using criteria such as odour, appearance, taste and best before date, and take immediate measures to prevent spoilage	15	5	10	
	PC12. Store procured milk, finished products, allergens separately to prevent cross-contamination	5	1	4	
	PC13. Label procured milk and finished products and store them in designated storage areas according to safe food practices	5	1	4	
			100	30	70
	TOTAL	500	500	180	320