

Model Curriculum

Pneumatic Tyre Moulding Operator

SECTOR: RUBBER INDUSTRY
SUB-SECTOR: TYRE
OCCUPATION: MOULDING / CURING
REF ID: RSC/Q0211, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

RUBBER SKILL DEVELOPMENT COUNCIL

for the

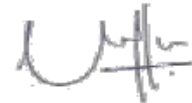
MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Pneumatic Tyre Moulding Operator' QP No. 'RSC/Q0211 NSQF Level 4'

Date of Issuance: **October 21st , 2017**

Valid up to: **October 20th, 2018**

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



Authorised Signatory
(Rubber Skill Development Council)

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Pneumatic Tyre Moulding Operator

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Pneumatic Tyre Moulding Operator”, in the “Rubber” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Pneumatic Tyre Moulding Operator		
Qualification Pack Name & Reference ID. ID	RSC/Q0211, v1.0		
Version No.	1.0	Version Update Date	29/04/2016
Pre-requisites to Training	8th Standard passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare Pneumatic Tyre Moulding Machine: Cleaning of moulding machine, loading desired mould, Spraying Release agent, Setting Machine Parameter as per work instruction, • Perform Pneumatic Tyre moulding: Visual inspection of Green Tyre, Size/Ply verification, Loading Green Tyre in moulding machine, placing Serial no/PR strip in mould, verification of correct pressure and temperature during cycle, Steam draining after cycle completion, • Perform Post Pneumatic Tyre Moulding Activities: Unloading curing tyre from moulding machine, Removing PCI Ring, Tyre Inspection, Flashes and Vent trimming, Sample submission for lab testing • Maintain Pneumatic Tyre Moulding Shop as per 5S guideline: Sorting of material available at workplace, Placing all things in order, Cleaning of area, making standard for cleaning and things to keep, Sustaining the level of 5S achieved, Identifying cleaning equipment for cleaning, using appropriate PPE while cleaning • Check quality of moulded Pneumatic Tyre and rectify the defects: Visual inspection, Tread and Tyre key dimension measurement, Identify moulding defects, take corrective action for eliminating defects • Report and document about Pneumatic Tyre moulding: Documenting and Reporting various information like – Production, Inspection, machine status, Tyre Batch card • Escalate Problem to right authority: Know the hierarchy of organisation, Know the immediate Supervisor, Escalation of matters which are beyond job role 		

	<ul style="list-style-type: none">• Develop entrepreneurship qualities: Identifying business opportunity, Creating business plan, arranging financial resources for funding, Hiring Suitable manpower, making process improvements for increasing Profitability
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This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Pneumatic Tyre Moulding Operator” Qualification Pack issued by “Rubber Skill Development Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction to Rubber & Tyre Industry Theory Duration (hh:mm) 42:00 Practical Duration (hh:mm) 42:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> • Get familiarized with Trainees • Set rules and regulation during program • Brief objectives of training program • Identify your roles and responsibilities • Discuss about Rubber Industry • Explain different sources of Rubber • Discuss about major Rubber Associations • Explain the Tyre History • Discuss the Tyre industry in India • Define all major players of Tyre manufacturer • Identify and define Tyre specifications • Explain the difference between Cross-ply Tyre and Radial Tyre • Define material used in Tyre manufacturing • Discuss and explain Tyre manufacturing • Explain equipment used for Tyre manufacturing • Define Roles and responsibilities for Pneumatic Tyre Moulding Operator 	Laptop, White board+marker, projector, Black Board+Chalk, Participant Handbook, Samples – RSS sheets, Crepe Rubber, TSR Rubber, Synthetic Rubber, Redaimed Rubber, Rubber Product – 20 nos., Tyre sample with sidewall coding, Tyre cut sections,
2	Prepare Pneumatic Tyre Moulding Machine Theory Duration (hh:mm) 16:00 Practical Duration (hh:mm) 47:00 Corresponding NOS Code RSC/N1101	<ul style="list-style-type: none"> • Explain construction of Tyre Moulding Machine • Describe the details of Tyre Moulding Machine parts • Prepare Machine for Tyre Moulding • Demonstrate the cleaning process of Tyre moulding machine • Demonstrate the required mould loading in machine • Demonstrate the mould cleaning after loading in machine • Describe the process of arranging ‘Green Tyre’ for Moulding • Define purpose of Release agent application in mould 	Laptop, White board+marker, projector, Black Board+Chalk, Participant Handbook, Visit to Tyre Manufacturing Factory, tyre Moulding Machine, Tyre Mould, Green Tyre, Release Agent

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p>Perform Pneumatic Tyre Moulding Operation</p> <p>Theory Duration (hh:mm) 11:00</p> <p>Practical Duration (hh:mm) 27:00</p> <p>Corresponding NOS Code RSC/N1102,</p>	<ul style="list-style-type: none"> • Demonstrate Machine check-up points before Tyre Moulding • Demonstrate Control Panel check-up points before Tyre Moulding • Demonstrate Mould check-up points before Tyre Moulding • Discuss Importance of Mould Cleaning & Maintenance • Describe General operating instruction before Tyre moulding • Explain 'Green tyre' Inspection • Describe preparation points before Tyre Moulding • Explain steps involved in changing mould in Tyre Moulding Machine • Demonstrate the steps for performing Tyre Moulding • Describe the Safety Precautions to be taken during Tyre Moulding. • Discuss Do's and Don'ts for Tyre Moulding Operations 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, Tyre Moulding Machine, Green Tyre, Tyre Mould Clamp, Crane, Machine and Mould cleaning Equipment,
4	<p>Preparing Post Pneumatic Tyre Moulding Operation activities</p> <p>Theory Duration (hh:mm) 3:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code RSC/N1103,</p>	<ul style="list-style-type: none"> • Explain Post-Tyre Moulding activities • Describe the Quality issues in Tyre Moulding operation. • Define the Countermeasures to be taken on quality issues related to Tyre Moulding 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, Cured Tyre, Tyre Finishing Tools – Flash removing tool, Scissor, etc., Tyre / Tyres with different moulding defects

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<p>Carry out housekeeping in rubber product manufacturing</p> <p>Theory Duration (hh:mm) 9:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code RSC/N5001,</p>	<ul style="list-style-type: none"> • Explain what is housekeeping • Define importance of Housekeeping • Describe purpose of Housekeeping • Explain benefits of Housekeeping • Explain what is '5S' • Define each 'S' and its meaning 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, Different Cleaning Equipment
6	<p>Carry out reporting and documentation</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code RSC/N5002,</p>	<ul style="list-style-type: none"> • Explain what is documentation • Describe the importance of Documentation. • Define Purpose of Documentation • Explain Type of Documentation • Describe common Documentation used in Tyre Industry • Explain what is reporting • Describe importance of Reporting • Explain about Government Act and Bylaws • Describe about rules. • Define meaning of Policies and Guidelines • Describe meaning of Procedure • Explain what is work instruction • Define what is communication • Describe communication process • Explain problems in communication • Describe various communication barriers • Explain traits of Active Listening • Discuss points of good writing skill • Explain how to resolve conflict with team member • Discuss Organisational Procedures for Reporting and Documentation • Decide priority of work required to be done • Describe how to select work to do from 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, Sample of Documentations, Sample of Reports, Sample of Procedure, Sample of Work Instructions

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		pending work	
7	Carry Out Quality Checks Theory Duration (hh:mm) 11:00 Practical Duration (hh:mm) 12:00 Corresponding NOS Code RSC/N5003,	<ul style="list-style-type: none"> Define need of Quality Control in Tyre Moulding Identify and discuss Measuring equipment for Tyre Inspection Discuss methodology of Problem solving Describe implication of Tyre Defects 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, Tyre / Tyres with different Quality defects, Different Inspection Tools – Vernier Caliper, Micrometer, Rubber Hardness Tester, Measuring Tape, Tread Depth Gauge, X-Ray Machine
8	Health and Safety Theory Duration (hh:mm) 24:00 Practical Duration (hh:mm) 24:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Describe the Hazards Identify Hazard in Tyre Industry Describe Chemical hazard Describe Physical hazard Describe Ergonomic hazard Explain the health and safety requirements for Tyre Industry Discuss health and safety procedure of organisation Explain what is PPEs Discuss requirement of PPE Identify different types of PPEs used in Rubber and Tyre Industry Describe the purpose of various PPEs used in Rubber and Tyre Industry Demonstrate the Use of different PPEs. Define what is emergency Describe various emergency situations in Industry Describe common injuries in industry Describe First Aid box and its constituents 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts, first aid kit, Sample of PPEs – Safety Goggle, Safety Shoes, Safety Gloves, Safety Hat, Mask, Earmuff, First Aid Box, Fire Extinguisher

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Demonstrate how to handle Fire Emergencies • Demonstrate how to use a multi purpose Fire Extinguisher • Describe type and class of Fires • Describe suitable fire extinguisher as per fire type and class 	
9	<p>Carry out problem identification and escalation</p> <p>Theory Duration (hh:mm) 4:00</p> <p>Practical Duration (hh:mm) 6:00</p> <p>Corresponding NOS Code RSC/N5004</p>	<ul style="list-style-type: none"> • Explain what is Problem • Describe how to identify Problem • Define Hierarchies • Discuss Hierarchy in tyre Industry • Explain how to escalate problem • Describe need for escalation 	White Board + Marker or Black board + Chalk, Duster, Laptop/PC + Projector or Flipcharts, Participant Handbook / Copies of Handouts,
	<p>Total Duration</p> <p>Theory Duration 140:00</p> <p>Practical Duration 210:00</p>	<p>Unique Equipment Required: Tyre Moulding Machine, Tyre Building machine, Extruder, Calender, Vernier Caliper, Micrometer, Rubber Hardness Tester, Measuring Tape, Tread Depth Gauge, X-Ray Machine, Tyre Mould, Tyre Mould Clamp, Crane, Machine and Mould deaning Equipment, Tyre Finishing Tools – Flash removing tool, Scissor,</p>	

Grand Total Course Duration: **350 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Rubber Skill Development Council](#))

Trainer Prerequisites for Job role: “Pneumatic Tyre Moulding Operator” mapped to Qualification Pack: “RSC/Q0211, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “RSC/Q0211 Version 1.0”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Any Graduate preferably in rubber or polymer
4a	Domain Certification	Certified for Job Role: “Pneumatic Tyre Moulding Operator” mapped to QP: “RSC/Q0211”. Minimum accepted score as per RSDC guidelines is 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q0102”. Minimum accepted score as per RSDC guidelines is 80%.
5	Experience	5+ years of relevant work-experience, above supervisor level

Criteria For Assessment Of Trainees

Job Role: Pneumatic Tyre Moulding Operator

Qualification Pack Code: RSC/Q0211

Sector Skill Council: Rubber Skill Development Council

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 800					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
RSC/N1101 Prepare pneumatic tyre moulding machine	PC1. Ensure that press is clean	100	3	0	3
	PC2. Blow air to remove any condensate and foreign matter in the mould cavity		7	6	1
	PC3. Ensure that the correct mould is loaded		3	0	3
	PC4. Set parameters for the Bag-O-Matic /airbag type Presses (press timer, steam pressure and cure cycle steps), as per job card		7	6	1
	PC5. Apply mould release agent appropriately		7	6	1
	PC6. Warm up the press		3	0	3
	PC7. Follow equipment preparation process as per company requirements		7	6	1
	PC8. Ensure that no delays are caused as a result of improper preparation and failure to identify problems		2	0	2
	PC9. Ensure the mainline gauges and pressures are as per specification		2	0	2

	PC10. Ensure the calibration status of all measuring equipment and instruments and fit to use per quality standards followed by the plant		2	0	2
	PC11. Collect all green tyres required for the batch		6	5	1
	PC12. Ensure painting of green tyre paintings at inner and outer (if any) has been done properly with no puddles .		4	0	4
	PC13. Match the batch code of each green tyre with the batch code on the job schedule given by the planning department		7	6	1
	PC14. Ensure that each material is in the correct quantity		3	0	3
	PC15. Ensure, by visual inspection, that green tyre is of desired quality (free of contamination etc.)		3	0	3
	PC16. Ensure that no delays are caused as a result of improper preparation and failure to identify problems		7	5	2
	PC17. Ensure housekeeping in moulding area		7	5	2
	PC18. Use hand gloves while working on the moulding press to avoid contact with hot moulds		7	5	2
	PC19. Ensure that he does not put his hand inside the press while the press is closing		3	0	3
	PC20. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)		5	5	0
	PC21. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP		5	5	0
	Total	100	100	60	40
RSC/N1102 Perform pneumatic tyre moulding operation	PC1. Ensure, by visual inspection, that green tyre is of desired quality (free of contamination, uniformly painted with inside and outside paints and localized in the area where the painting is required etc.)	100	8	6	2
	PC2. Ensure that batch size of green tyre is as per specified quantity		8	6	2
	PC3. Plan batch sequence in shifts based on raw material availability/rejection to maximize output		3	1	2
	PC4. Check the green tyre – size, ply rating (PR), inner / outer painting etc		3	1	2
	PC5. Apply mould release agent , as required		5	2	3
	PC6. Load the “green” tyre in the mould with Center Post in position (in case of BOM Press)		5	2	3
	PC7. Place Serial No., PR strip (if any) in the mould cavity at particular location as the case may be		3	1	2
	PC8. Switch-on the press for cycle operation and ensure that press starts closing correctly		3	1	2
	PC9. Ensure that bladder starts blowing simultaneously while press is closing ,thus pressing the tyre on the mould wall (in case of BOM Press)		3	1	2
	PC10. Ensure that cure cycle has correct low, high , hot water and cold water pressure (LPS, HPS, HW & CW)		4	1	3

	PC11. Drain steam followed by hot water, hold and then cold water (in case of BOM Press/Nylon Carcass).		5	2	3
	PC12. In the case of air bag tupe curing the positioning of tyre is a must to ensure the correct location of airbag valve to facilitate the joining of steam line for filling steam inside airbag .		6	2	4
	PC13. Ensure that material wastage is within tolerance limits		2	0	2
	PC14. Ensure that no rework or rejection is generated.		2	0	2
	PC15. Match the quality of output to company's product requirements		3	1	2
	PC16. Meet production quantity targets set for the operation		3	1	2
	PC17. Follow work instructions as laid down by the company		3	1	2
	PC18. Avoid skin contact with hot tyres and moulds		6	4	2
	PC19. Handle the hot tyre coming out of the press appropriately		6	4	2
	PC20. Ensure that he does not put his hand inside the press while the press is closing		7	3	4
	PC21. Use hand gloves while working on the moulding press		5	3	2
	PC22. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)		4	4	0
	PC23. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP		3	3	0
	Total	100	100	50	50
RSC/N1103 Perform post-pneumatic tyre moulding operation activities	PC1. Follow work instructions as laid down by the company	100	3	1	2
	PC2. Remove the tyre manually, if on completion of cure cycle, the tyre does not pop up automatically out of the press		3	1	2
	PC3. Roll the tyre and put on PCI Unit, apply air pressure and cool it for specified time pressure		5	2	3
	PC4. Remove tyre from PCI rings after required PCI time is over		5	2	3
	PC5. Inspect tyre for any visual defect		3	1	2
	PC6. Trim the vents and flashes of the tyre if required		5	3	2
	PC7. Handover the equipment to the next operator in clean and good condition		4	2	2
	PC8. Dispose off waste material as per waste disposal procedures laid down by the company		5	3	2
	PC9. Carry out disposal of waste material safely		5	3	2
	PC10. Form batch size as per company specifications		5	3	2
	PC11. Carry out batch marking for the tyres removed out the PCI unit		6	3	3
	PC12. Carry out batch marking as per instructions laid down by the company (in terms of weight, colour etc).		6	3	3

	PC13. Send sample of specified product to lab for testing, if warranted		5	3	2
	PC14. Send sample in specified quantity to lab for testing		5	3	2
	PC15. Send sample in the specified form to lab for testing		5	3	2
	PC16. Send the remaining material to the designated storage area		5	3	2
	PC17. Ensure housekeeping in moulding area		2	0	2
	PC18. Avoid skin contact with hot tyres and other moulds		4	2	2
	PC19. Handle the hot tyre coming out of the press appropriately		3	1	2
	PC20. Use hand gloves while working on the moulding press		4	2	2
	PC21. Ensure that he does not put his hand inside the press while the press is closing		4	2	2
	PC22. Adhere to all other safety norms (like wearing shoes, gloves, safety goggles etc)		4	2	2
	PC23. Comply with health, safety, environment guidelines, regulations etc in accordance with organizational SOP		4	2	2
	Total	100	100	50	50
RSC/N5001 Carry out housekeeping in rubber product manufacturing	PC1. Inspect the area while taking into account various surfaces	100	3	3	0
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		3	3	0
	PC3. Ensure that the cleaning equipment is in proper working condition		3	3	0
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		3	3	0
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		3	3	0
	PC6. Inform the affected people about the cleaning activity		2	2	0
	PC7. Display the appropriate signage for the work being conducted		3	3	0
	PC8. Ensure that there is adequate ventilation for the work being carried out		3	3	0
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		3	3	0
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		3	3	0
	PC11. Carry out cleaning activity without disturbing others		3	3	0
	PC12. Deal with accidental damage, if any, caused while carrying out the work		3	3	0
	PC13. Report to the appropriate person any difficulties in carrying out your work		3	3	0
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		3	3	0

	PC15. Ensure that there is no oily substance on the floor to avoid slippage		9	3	6
	PC16. Ensure that no scrap material is lying around		9	3	6
	PC17. Maintain and store housekeeping equipment and supplies		3	3	0
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		3	3	0
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		8	2	6
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		3	3	0
	PC21. Dispose the waste garnered from the activity in an appropriate manner		9	3	6
	PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly		9	3	6
	PC23. Maintain schedules and records for housekeeping duty		3	3	0
	PC24. Replenish any necessary supplies or consumables		3	3	0
	Total	100	100	70	30
RSC/N5002 Carry Out Reporting And Documentation	PC1. Report data/problems/incidents as applicable in a timely manner	100	12	8	4
	PC2. Report to the appropriate authority as laid down by the company		12	8	4
	PC3. Follow reporting procedures as prescribed by the company		12	8	4
	PC4. Identify documentation to be completed relating to one's role		10	6	4
	PC5. Record details accurately an appropriate format		16	6	10
	PC6. Complete all documentation within stipulated time according to company procedure		14	4	10
	PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly		6	4	2
	PC8. Make sure documents are available to all appropriate authorities to inspect		6	4	2
	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures		6	6	0
	PC10. Inform the appropriate authority of requests for information received		6	6	0
	Total	100	100	60	40
RSC/N5003 Carry Out Quality Checks	PC1. Ensure that total range of checks are regularly and consistently performed	100	24	10	14
	PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required		24	10	14
	PC3. Identify non-conformities to quality assurance standards		6	4	2

	PC4. Identify potential causes of non-conformities to quality assurance standards		5	3	2
	PC5. Identify impact on final product due to non-conformance to company standards		5	3	2
	PC6. Evaluating the need for action to ensure that problems do not recur		6	4	2
	PC7. Suggest corrective action to address problem		5	3	2
	PC8. Review effectiveness of corrective action		5	3	2
	PC9. Interpret the results of the quality check correctly		4	4	0
	PC10. Take up results of the findings with QC in charge/appropriate authority.		3	3	0
	PC11. Take up the results of the findings within stipulated time		3	3	0
	PC12. Record of results of action taken		3	3	0
	PC13. Record adjustments not covered by established procedures for future reference		3	3	0
	PC14. Review effectiveness of action taken		2	2	0
	PC15. Follow reporting procedures where the cause of defect cannot be identified		2	2	0
	Total	100	100	60	40
RSC/N5004 Carry Out Problem Identification And Escalation	PC1. Identify defects/indicators of problems	100	7	4	3
	PC2. Identify any wrong practices that may lead to problems		6	3	3
	PC3. Identify practices that may impact the final product quality		6	3	3
	PC4. Identify if the problem has occurred before		5	3	2
	PC5. Identify other operations that might be impacted by the problem		6	4	2
	PC6. Ensure that no delays are caused as a result of failure to escalate problems		5	3	2
	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)		8	5	3
	PC8. Consider possible reasons for identification of problems		8	5	3
	PC9. Consider applicable corrections and formulate corrective action		3	3	0
	PC10. Formulate action in a timely manner		3	3	0
	PC11. Communicate problem/remedial action to appropriate parties		7	5	2
	PC12. Take corrective action in a timely manner		2	2	0
	PC13. Take corrective action for problems identified according to the company procedures		2	2	0
	PC14. Report/document problem and corrective action in an appropriate manner		8	5	3
	PC15. Monitor corrective action		2	2	0
	PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved		2	2	0

	PC17. Ensure that corrective action selected is viable and practical		2	2	0
	PC18. Ensure that correct solution is identified to an identified problem		2	2	0
	PC19. Take corrective action for problems identified according to the company procedures		1	1	0
	PC20. Ensure that no delays are caused as a result of failure to take necessary action		1	1	0
	PC21. Escalate problem as per laid down escalation matrix		4	3	1
	PC22. Escalate the problem within stipulated time		4	3	1
	PC23. Escalate the problem in an appropriate manner		3	2	1
	PC24. Ensure that no delays are caused as a result of failure to escalate problems		3	2	1
	Total	100	100	70	30