Introduction

Qualifications Pack - Production Manager (Handmade Jewellery)

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Managing (Company)

REFERENCE ID: G&J/Q0101

Production Manager: Also known as ‘Head Job-work’ or ‘Manager’, the Production Manager of the company is responsible for planning and overseeing the production of jewellery.

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The individual at work needs to understand the requirements of customers, plan and monitor the production process, coordinate with other department of the unit and ensure that quality product is delivered on time and as per order.

Personal Attributes: The job requires the individual to have: attention to details; strategic thinking; ability to manage a process driven team and leadership qualities. The individual must have ability to motivate and manage team.
## Job Details

<table>
<thead>
<tr>
<th>Qualifications Pack Code</th>
<th>G&amp;J/Q0101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Role</td>
<td>Production Manager</td>
</tr>
<tr>
<td>Credits (NSQF)</td>
<td>TBD</td>
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<tr>
<td>Version number</td>
<td>1.0</td>
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<tr>
<td>Sector</td>
<td>Gems &amp; Jewellery</td>
</tr>
<tr>
<td>Drafted on</td>
<td>25/08/13</td>
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<tr>
<td>Sub-sector</td>
<td>Handmade and Gems-set Jewellery</td>
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<tr>
<td>Last reviewed on</td>
<td>13/08/14</td>
</tr>
<tr>
<td>Occupation</td>
<td>Managing (company)</td>
</tr>
<tr>
<td>Next review date</td>
<td>12/08/15</td>
</tr>
</tbody>
</table>

### Job Role

**Production Manager**

Also known as ‘Head Job-work’, ‘Manager’

### Role Description

Understanding the demand requirement of customers; planning and monitoring production process; coordinating with other departments; ensuring quality check of the finished product and delivery of jewellery on time as per order.

### NSQF level

7

### Minimum Educational Qualifications

Minimum: Graduate

### Maximum Educational Qualifications

Preferable: Diploma - Business Management

### Training

Not Applicable

### Experience

Minimum 3 years in Production Planning

### Applicable National Occupational Standards (NOS)

**Compulsory:**
1. G&J/N0101 Plan and manage production process
2. G&J/N9910 Maintain IPR and respect copyright
3. G&J/N9913 Interact with colleagues and team
4. G&J/N9914 Maintain safe work environment

**Optional:**
- Not applicable

### Performance Criteria

As described in the relevant OS units
Overview

This unit is about assessing the customers’ requirements, plan and monitor the production process for delivery of finished jewellery on time. This also includes coordinating with the heads of different departments in the unit, organising training and equipment for team, ensuring quality of the products manufactured and taking measures to avoid accidents and appraising the team performance.
## G&J/N0101

### Plan and manage production process

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>G&amp;J/N0101</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Title</strong> (Task)</td>
<td>Plan and monitor production process</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>This OS unit is about planning and managing the production process and enable timely shipments to clients by recruiting the team and managing it along with the production process and planning.</td>
</tr>
<tr>
<td><strong>Scope</strong></td>
<td>This unit/task covers the following:</td>
</tr>
<tr>
<td></td>
<td>• Understand the production schedule and customer’s requirements</td>
</tr>
<tr>
<td></td>
<td>• Plan the production process</td>
</tr>
<tr>
<td></td>
<td>• Ensure smooth production process</td>
</tr>
<tr>
<td></td>
<td>• Monitor and execute the production process</td>
</tr>
<tr>
<td></td>
<td>• Record the production data</td>
</tr>
<tr>
<td></td>
<td>• Maintain the locker in the unit</td>
</tr>
<tr>
<td></td>
<td>• Maintain pre-delivery standards</td>
</tr>
<tr>
<td></td>
<td>• Control precious metal loss</td>
</tr>
<tr>
<td></td>
<td>• Manage the human resource and assess their performance</td>
</tr>
<tr>
<td></td>
<td>• Rectify problems</td>
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</tbody>
</table>

### Performance Criteria (PC) w.r.t. the Scope

<table>
<thead>
<tr>
<th>Element</th>
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<tr>
<td><strong>Planning production process and monitor</strong></td>
<td>To be competent, the user/individual on the job must be able to:</td>
</tr>
<tr>
<td>PC1.</td>
<td>understand customer’s requirement as passed on by the marketing and sales team</td>
</tr>
<tr>
<td>PC2.</td>
<td>design of the jewellery to decide on in-house manufacturing versus outsourcing</td>
</tr>
<tr>
<td>PC3.</td>
<td>ensure quality, time of delivery, payment terms</td>
</tr>
<tr>
<td>PC4.</td>
<td>ensure availability of raw materials and teams required</td>
</tr>
<tr>
<td>PC5.</td>
<td>plan the time required for executing the work by calculating man hours required to finish the work</td>
</tr>
<tr>
<td>PC6.</td>
<td>interact with different department heads to firm up the plan</td>
</tr>
<tr>
<td>PC7.</td>
<td>calculate the time required and finalise the production plan</td>
</tr>
<tr>
<td>PC8.</td>
<td>allocate work and procurement schedule</td>
</tr>
<tr>
<td>PC9.</td>
<td>critical products or requirements</td>
</tr>
<tr>
<td>PC10.</td>
<td>gold quality procured i.e., karatage of gold is as per requirement</td>
</tr>
<tr>
<td>PC11.</td>
<td>arrange for all supplies, tools and consumables</td>
</tr>
<tr>
<td>PC12.</td>
<td>assess human resources and skills</td>
</tr>
<tr>
<td>PC13.</td>
<td>take corrective action required for anticipated or actual problems and delays</td>
</tr>
<tr>
<td>PC14.</td>
<td>undertake machine maintenance, hazards and accidents</td>
</tr>
<tr>
<td>PC15.</td>
<td>achieve target movement from one department to another as planned</td>
</tr>
<tr>
<td>PC16.</td>
<td>arrange for assaying of gold and jewellery as per customer requirement in approved testing centre</td>
</tr>
<tr>
<td>PC17.</td>
<td>allocate work requirement to each department heads / supervisor</td>
</tr>
<tr>
<td>PC18.</td>
<td>ensure that right tools and equipment are used for the purpose</td>
</tr>
</tbody>
</table>
### Plan and manage production process

| PC19. | ensure adherence to job sheet schedule and requirements |
| PC20. | motivate workers to achieve the planned production output |
| PC21. | conduct random quality checks at different stages |
| PC22. | assist on production when there is a technical issue |
| PC23. | ensure daily production target is met |

### Maintain inventory and production records

To be competent, the user/individual on the job must be able to:
- PC24. record the daily and production activities of the unit
- PC25. keep track of gold and consumables given to each department and received
- PC26. record the delivery date from each department
- PC27. monitor locker movements and interact with locker manager
- PC28. check records of finished jewellery placed in safe locker
- PC29. check records of inventory of all raw material and components stored
- PC30. ensure the jewellery is packed as per the company’s policy
- PC31. ensure jewellery hallmarking
- PC32. ensure company’s stamp on jewellery manufactured

### Achieving productivity

To be competent, the user/individual on the job must be able to:
- PC33. understand the customers’ requirements of jewellery in terms of design, quality, time of delivery, etc.
- PC34. decide on accepting the work order from customer
- PC35. plan the production process and move the production smoothly from one department to another
- PC36. deliver the jewellery goods to customer with expected quality
- PC37. avoid delay in delivery of goods to customer
- PC38. ensure all terms and conditions of the agreement with the customer is followed during production
- PC39. limit gold loss during production of jewellery
- PC40. ensure that precious metal dust or fragments dispersed during the day is collected by the workers properly
- PC41. tally account as per allowed standards of gold loss
- PC42. conduct regular cleaning for collection of gold as per company policy
- PC43. train the workers on working effectively with control on gold loss
- PC44. ensure that production all jewellery order results in profit for the company
- PC45. complete work with minimum hazards and accidents

### Handling problems

To be competent, the user/individual on the job must be able to:
- PC46. avoid process disruptions / delays and deliver goods on time
- PC47. handle technical issues during production and provide solution
- PC48. take corrective actions during human resource shortage, problem in machines, etc.
- PC49. address machine failure reported
- PC50. arrange for fulfilling tools shortage and their maintenance related issues
- PC51. avoid reasons for anticipated delays that may adversely affect delivery
- PC52. return and replace poor quality of gold received
Plan and manage production process

<table>
<thead>
<tr>
<th>Managing human resources</th>
<th>To be competent, the user/individual on the job must be able to:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>PC53. train human resources on processes</td>
</tr>
<tr>
<td></td>
<td>PC54. allocated work to human resources and detail on work expected out of them</td>
</tr>
<tr>
<td></td>
<td>PC55. maintain record of their production in terms of quantity and quality</td>
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<tr>
<td></td>
<td>PC56. assess the skill and achievement of worker as per their output</td>
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<td></td>
<td>PC57. recommend for recognition or training as per their performance</td>
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<td></td>
<td>PC58. understand and resolve human resource conflicts in the unit</td>
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<td></td>
<td>PC59. assess the performance of department supervisors in the unit</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge and Understanding (K)</th>
<th>The individual on the job needs to know and understand:</th>
</tr>
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<tbody>
<tr>
<td><strong>A. Organizational Context</strong></td>
<td>KA1. company’s policies on: acceptable limits of precious metal loss per product type, delivery timelines, safety and hazards, integrity and IPR, and personnel management</td>
</tr>
<tr>
<td>(Knowledge of the company / organization and its processes)</td>
<td>KA2. work flow involved in jewellery manufacturing process of the company</td>
</tr>
<tr>
<td></td>
<td>KA3. management of worker, quality and productivity</td>
</tr>
<tr>
<td></td>
<td>KA4. conflict resolution and problem solving</td>
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<td></td>
<td>KA5. performance appraisal</td>
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<tr>
<td></td>
<td>KA6. reporting structure</td>
</tr>
<tr>
<td></td>
<td>KA7. company’s budgeting, financial and pricing policy</td>
</tr>
<tr>
<td><strong>B. Technical Knowledge</strong></td>
<td>The user/individual on the job needs to know and understand:</td>
</tr>
<tr>
<td></td>
<td>KB1. jewellery making process and different types of jewellery</td>
</tr>
<tr>
<td></td>
<td>KB2. machine and tools requirement for jewellery making</td>
</tr>
<tr>
<td></td>
<td>KB3. skilled worker from different region in the country to work on specialised jewellery making</td>
</tr>
<tr>
<td></td>
<td>KB4. different methods and techniques involved in making the jewellery</td>
</tr>
<tr>
<td></td>
<td>KB5. making components and frames for jewellery</td>
</tr>
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<td></td>
<td>KB6. soldering techniques in jewellery making</td>
</tr>
<tr>
<td></td>
<td>KB7. different cleaning and polishing methods and their purpose</td>
</tr>
<tr>
<td></td>
<td>KB8. consumables used in different process of jewellery making and their usage purpose</td>
</tr>
<tr>
<td></td>
<td>KB9. different type of gemstones and setting techniques</td>
</tr>
<tr>
<td></td>
<td>KB10. potential work hazards while using high speed rotating machines and chemicals</td>
</tr>
<tr>
<td></td>
<td>KB11. assaying methods to determine purity of gold</td>
</tr>
<tr>
<td></td>
<td>KB12. accounting of jewellery and documentation</td>
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<tr>
<td></td>
<td>KB13. human resource management</td>
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<tr>
<td></td>
<td>KB14. team management</td>
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<td></td>
<td>KB15. potential work hazards, particularly, when using hand and machine tools</td>
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<tr>
<td></td>
<td>KB16. operate computer system and software packages to document production data and analyse</td>
</tr>
</tbody>
</table>
### A. Core Skills/ Generic Skills

<table>
<thead>
<tr>
<th>Basic reading and writing skills</th>
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</thead>
<tbody>
<tr>
<td>The user/individual on the job needs to know and understand how:</td>
</tr>
<tr>
<td>SA1. to read documents, agreement and design of jewellery</td>
</tr>
<tr>
<td>SA2. to record and document production of jewellery in the unit</td>
</tr>
</tbody>
</table>

#### Calculation skills

The user/individual on the job needs to know and understand how:

| SA3. to plan for periodic production |
| SA4. to assess the number of human resource required for design |
| SA5. to assess the gold loss in each process |
| SA6. to calculate the productivity and do analysis on production data |

#### Team management

The user/individual on the job needs to know and understand how:

| SA7. to distribute work equitably and according to seniority and experience of worker |
| SA8. to encourage workers to share workload and deliver on time |
| SA9. to assess worker requirements in terms of training, tools, machinery, workspace and other facilities |
| SA10. to appraise based on company’s standards and workers’ performance |
| SA11. to encourage workers to multitask and work on different types of jewellery as per their requirement |

### B. Professional Skills

<table>
<thead>
<tr>
<th>Communication skills</th>
</tr>
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<tbody>
<tr>
<td>The individual on the job needs to know and understand how to:</td>
</tr>
<tr>
<td>SB1. give appropriate instructions and feedback to different levels of workers under his supervision</td>
</tr>
<tr>
<td>SB2. educate about safety and work hazards</td>
</tr>
<tr>
<td>SB3. train on gold loss, productivity and correct steps to follow on the job</td>
</tr>
<tr>
<td>SB4. inform about IPR issues pertaining to the company and detecting violations</td>
</tr>
<tr>
<td>SB5. resolve inter-personal conflicts between workers and co-workers</td>
</tr>
</tbody>
</table>

#### Using tools and machines

The user/individual on the job needs to know and understand how:

| SB6. to use different types of tools and machines are used for jewellery making at different stages and what precautions are required in operating them in terms of desired outcome and safety |
| SB7. to work in a safe environment, i.e., without injuries |

#### Reflective thinking

The user/individual on the job needs to know and understand how to:

| SB8. improve work processes for greater productivity |
| SB9. reduce gold loss |
| SB10. improve quality of output |
| SB11. Increase profitability of the company |
### Critical thinking

The user/individual on the job needs to know and understand how:

- SB12. to decide on the work can be executed with the available resources
- SB13. to spot process disruptions and delays
- SB14. to take corrective actions during issues in production
# NOS Version Control

<table>
<thead>
<tr>
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<tbody>
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</tbody>
</table>
Overview

This unit is about and respecting intellectual property rights (IPR) of the company’s products and designs and avoiding infringement on copyrights of others.
<table>
<thead>
<tr>
<th>Unit Code</th>
<th>G&amp;J/N9910</th>
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<tbody>
<tr>
<td><strong>Unit Title (Task)</strong></td>
<td>Respect IPR of company as well as competitors</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>This OS unit is about maintaining company’s IPR and avoiding infringement on copyright of others</td>
</tr>
</tbody>
</table>
| **Scope** | This unit/task covers the following:  
- Protect company’s Intellectual Property Rights (IPR)  
- Avoid infringement to copyright of other companies |

### Performance Criteria (PC) w.r.t. the Scope

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| **Respecting IPR**       | To be competent, the user/individual on the job must be able to:  
  PC1. prevent leak of new designs to competitors by reporting on time  
  PC2. spot any infringement of company’s product or design patents  
  PC3. report IPR violations observed in the market, to supervisor or company heads  
  PC4. read copyright clause of the material published on the internet and any other printed material  
  PC5. consult supervisor or senior management when in doubt about using publicly available information  
  PC6. report any infringement observed in the company  
  PC7. spot plagiarism and report  
  PC8. understand rationale of patents and IPR  
  PC9. avoid being involved in IPR violations |

### Knowledge and Understanding (K)

<table>
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<th>Description</th>
</tr>
</thead>
</table>
| **A. Organizational Context**      | The individual on the job needs to know and understand:  
  KA1. company’s policies on IPR, plagiarism and order leaks  
  KA2. company’s patented products  
  KA3. market trends and company’s unique product range  
  KA4. reporting structure |
| **B. Technical Knowledge**         | The individual on the job needs to know and understand:  
  KB1. basics of patents and IPR laws  
  KB2. how IPR protection is important for competitiveness of a company |

### Skills (S) [Optional]

<table>
<thead>
<tr>
<th>Category</th>
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</tr>
</thead>
</table>
| **A. Core Skills/ Generic Skills** | Communication skills  
  The user/individual on the job needs to know and understand how:  
  SA1. to effectively communicate any observed IPR violations or design leaks |
| **B. Professional Skills**         | Decision making  
  The user/individual on the job needs to know and understand when and how:  
  SB1. to report sources of IPR violations |
### G&J/N9910

**Maintain IPR and respect copyright**

<table>
<thead>
<tr>
<th>Reflective thinking</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The user/individual on the job needs to know and understand how: SB2. to learn from past mistakes and report IPR violations on time</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Critical thinking</th>
<th></th>
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<tbody>
<tr>
<td>The user/individual on the job needs to know and understand how: SB3. to spot signs of violations and alert authorities in time</td>
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- Version number: 1.0
- Drafted on: 25/08/13
- Last reviewed on: 13/08/14
- Next review date: 12/08/15
Overview

This unit is about the level of communication with colleagues or clients. It determines the Supervisor or Manager’s ability to work as a team in order to achieve the required deliverables on schedule.
### G&J/N9913

**Unit Title**

Interact with colleagues and team members

**Description**

This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazard-free work flow.

**Scope**

This unit/task covers the following:

- Interact with Seniors, Production Manager and others
- Interact with colleagues

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**Performance Criteria (PC) w.r.t. the Scope**

<table>
<thead>
<tr>
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<th>Performance Criteria</th>
</tr>
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</table>
| **Interaction with seniors** | To be competent, the user/individual on the job must be able to:  
   PC1. receive or give work-flow instructions and quality standards  
   PC2. communicate about process flow improvements  
   PC3. communicate any potential hazards or expected disruptions  
   PC4. understand the work output requirements  
   PC5. comply with company policy and rule  
   PC6. deliver quality work on time as required by reporting any anticipated reasons for delays |
| **Interactions with colleagues and other departments** | To be competent, the user/individual on the job must be able to:  
   PC7. work as a team with colleagues and seniors  
   PC8. share skills and train  
   PC9. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement  
   PC10. receive feedback and address concerns in order to complete work on time  
   PC11. put team over individual goals  
   PC12. resolve conflicts and multi-task |

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**Knowledge and Understanding (K)**

**A. Organizational Context**  
(Knowledge of the company / organization and its processes)

- The individual on the job needs to know and understand:  
  KA1. company’s policies on personnel management  
  KA2. work flow involved in company’s jewellery manufacturing process  
  KA3. importance of the individual’s role in the workflow  
  KA4. reporting structure

**B. Technical Knowledge**

- The individual on the job needs to know and understand:  
  KB1. how to communicate effectively  
  KB2. how to build team coordination

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**Skills (S) [Optional]**

**A. Core Skills/ Teamwork and some multitasking**

- The individual on the job needs to know and understand how:
### G&J/N9913

#### Interact with customers and colleagues

<table>
<thead>
<tr>
<th>Generic Skills</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SA1.</td>
<td>to motivate team to work</td>
</tr>
<tr>
<td>SA2.</td>
<td>to convince seniors about significant process changes</td>
</tr>
<tr>
<td>SA3.</td>
<td>to share work load as required</td>
</tr>
<tr>
<td>SA4.</td>
<td>to deliver product to next work process on time</td>
</tr>
</tbody>
</table>

#### B. Professional Skills

**Decision making**

The individual on the job needs to know and understand:
- SB1. how to report potential areas of disruptions to work process
- SB2. when to report to senior and when to deal with a colleague depending on the type of concern

**Reflective thinking**

The individual on the job needs to know and understand:
- SB3. how to improve work process

**Critical thinking**

The individual on the job needs to know and understand:
- SB4. how to spot process disruptions and delays
NOS Version Control

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Interact with customers and colleagues
National Occupational Standard

Overview

This unit is about the artisan or bench worker’s commitment towards reporting potential hazards and containing accidents in order to make the work environment safe for self and colleagues.
G&J/N9914

Maintain safe work environment

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>G&amp;J/N9914</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Title (Task)</td>
<td>Work towards having a safe work environment</td>
</tr>
<tr>
<td>Description</td>
<td>This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job</td>
</tr>
<tr>
<td>Scope</td>
<td>This unit/task covers the following:</td>
</tr>
<tr>
<td></td>
<td>• Understand potential sources of accidents</td>
</tr>
<tr>
<td></td>
<td>• Communicate to reporting supervisor about hazards in time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Criteria (PC) w.r.t. the Scope</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding of potential sources of accidents and communicating</td>
<td>To be competent, the user/individual on the job must be able to:</td>
</tr>
<tr>
<td>PC1.</td>
<td>avoid accidents related to use of potentially dangerous chemicals, gas torches, sharp tools and hazards from machines</td>
</tr>
<tr>
<td>PC2.</td>
<td>suggest process flow improvements to reduce anticipated or repetitive hazards</td>
</tr>
<tr>
<td>PC3.</td>
<td>report mishandling of tools, machines or hazardous materials</td>
</tr>
<tr>
<td>PC4.</td>
<td>identify electrical problems that could result in accident</td>
</tr>
<tr>
<td>PC5.</td>
<td>spot and report potential hazards on time</td>
</tr>
<tr>
<td>PC6.</td>
<td>follow company policy and rules regarding hazardous materials</td>
</tr>
<tr>
<td>PC7.</td>
<td>deliver quality work on time as required by reporting any anticipated reasons for delays</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge and Understanding (K)</th>
<th>The individual on the job needs to know and understand:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Organizational Context (Knowledge of the company / organization and its processes)</td>
<td></td>
</tr>
<tr>
<td>KA1.</td>
<td>company’s policies on handling: harmful chemicals and sharp tools, safety and hazards of machines, fire safety and, disposal of harmful chemicals and materials</td>
</tr>
<tr>
<td>KA2.</td>
<td>work flow involved in company’s jewellery manufacturing process</td>
</tr>
<tr>
<td>KA3.</td>
<td>importance of the individual’s role in the workflow</td>
</tr>
<tr>
<td>KA4.</td>
<td>reporting structure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Technical Knowledge</th>
<th>The individual on the job needs to know and understand:</th>
</tr>
</thead>
<tbody>
<tr>
<td>KB1.</td>
<td>how different chemicals react and what could be the danger from them</td>
</tr>
<tr>
<td>KB2.</td>
<td>how to use machines and tools without causing bodily harm</td>
</tr>
<tr>
<td>KB3.</td>
<td>fire safety education</td>
</tr>
<tr>
<td>KB4.</td>
<td>disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills (S) [Optional]</th>
<th>Communication skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Core Skills/ Generic Skills</td>
<td>The individual on the job needs to know and understand how:</td>
</tr>
<tr>
<td>SA1.</td>
<td>to effectively communicate the danger</td>
</tr>
</tbody>
</table>
### B. Professional Skills

#### Decision making

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The individual on the job needs to know and understand:</td>
<td></td>
</tr>
<tr>
<td>SB1. importance of reporting potential sources of danger</td>
<td></td>
</tr>
<tr>
<td>SB2. appropriate actions to be taken in the event of an accident</td>
<td></td>
</tr>
<tr>
<td>SB3. process for disposing of hazardous materials, safely and following environmental guidelines</td>
<td></td>
</tr>
</tbody>
</table>

#### Reflective thinking

The individual on the job needs to know and understand how:

| SB4. | to learn from past mistakes regarding use of hazardous machines or chemicals or gas torches |

#### Critical thinking

The individual on the job needs to know and understand:

| SB5. | how to spot danger |
| SB6. | procedures to follow in the event of a fire or other hazard |
## NOS Version Control

<table>
<thead>
<tr>
<th>NOS Code</th>
<th>G&amp;J/N9914</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits (NSQF) [OPTIONAL]</td>
<td>TBD</td>
</tr>
<tr>
<td>Industry</td>
<td>Gems &amp; Jewellery</td>
</tr>
<tr>
<td>Industry Sub-sector</td>
<td>Handmade Gold and Gems-set Jewellery</td>
</tr>
<tr>
<td>Version number</td>
<td>1.0</td>
</tr>
<tr>
<td>Drafted on</td>
<td>25/08/13</td>
</tr>
<tr>
<td>Last reviewed on</td>
<td>13/08/14</td>
</tr>
<tr>
<td>Next review date</td>
<td>12/08/15</td>
</tr>
</tbody>
</table>

Maintain safe work environment
<table>
<thead>
<tr>
<th>Keywords /Terms</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sector</td>
<td>Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.</td>
</tr>
<tr>
<td>Sub-sector</td>
<td>Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.</td>
</tr>
<tr>
<td>Occupation</td>
<td>Occupation is a set of job roles, which perform similar/related set of functions in an industry.</td>
</tr>
<tr>
<td>Function</td>
<td>Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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.</td>
</tr>
<tr>
<td>Sub-function</td>
<td>Sub-function are sub-activities essential to fulfill the achieving the objectives of the function.</td>
</tr>
<tr>
<td>Job role</td>
<td>Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.</td>
</tr>
<tr>
<td>Occupational Standards (OS)</td>
<td>OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.</td>
</tr>
<tr>
<td>Performance Criteria</td>
<td>Performance criteria are statements that together specify the standard of performance required when carrying out a task.</td>
</tr>
<tr>
<td>National Occupational Standards (OS)</td>
<td>NOS are occupational standards which apply uniquely in the Indian context.</td>
</tr>
<tr>
<td>Qualifications Pack (QP)</td>
<td>QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.</td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit code is a unique identifier for an Occupational Standard, which is denoted by an ‘N’</td>
</tr>
<tr>
<td>Unit Title</td>
<td>Unit title gives a clear overall statement about what the incumbent should be able to do.</td>
</tr>
<tr>
<td>Description</td>
<td>Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.</td>
</tr>
<tr>
<td>Scope</td>
<td>Scope is a 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 quality of performance required.</td>
</tr>
<tr>
<td>Knowledge and Understanding</td>
<td>Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.</td>
</tr>
<tr>
<td>Organisational Context</td>
<td>Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.</td>
</tr>
<tr>
<td>Technical Knowledge</td>
<td>Technical knowledge is the specific knowledge needed to accomplish</td>
</tr>
</tbody>
</table>
specific designated responsibilities.

| Core Skills/ Generic Skills | Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment in today’s world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |

<table>
<thead>
<tr>
<th>Keywords /Terms</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPR</td>
<td>Intellectual Property Rights</td>
</tr>
<tr>
<td>NOS</td>
<td>National Occupational Standard(s)</td>
</tr>
<tr>
<td>NVQF</td>
<td>National Vocational Qualifications Framework</td>
</tr>
<tr>
<td>NSQF</td>
<td>National Qualifications Framework</td>
</tr>
<tr>
<td>NVEQF</td>
<td>National Vocational Education Qualifications Framework</td>
</tr>
<tr>
<td>QP</td>
<td>Qualifications Pack</td>
</tr>
</tbody>
</table>
Annexure

Nomenclature for QP and NOS

Qualifications Pack

*9 characters*

[ABC]/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

Occupational Standard

An example of NOS with ‘N’

*9 characters*

[ABC] / N 0101

[Insert 3 letter code for SSC]

N denoting National Occupational Standard
The following acronyms/codes have been used in the nomenclature above:

<table>
<thead>
<tr>
<th>Sub-sector</th>
<th>Range of Occupation numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handmade gold and gems-set jewellery</td>
<td>01-20</td>
</tr>
<tr>
<td>Cast and diamond-set jewellery</td>
<td>21-40</td>
</tr>
<tr>
<td>Diamond processing</td>
<td>41-60</td>
</tr>
<tr>
<td>Gemstone processing</td>
<td>61-80</td>
</tr>
<tr>
<td>Jewellery retailing</td>
<td>81-98</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three letters</td>
<td>Industry name</td>
<td>G&amp;J</td>
</tr>
<tr>
<td>Slash</td>
<td>/</td>
<td>/</td>
</tr>
<tr>
<td>Next letter</td>
<td>Whether QP or NOS</td>
<td>Q</td>
</tr>
<tr>
<td>Next two numbers</td>
<td>Occupation code</td>
<td>07</td>
</tr>
<tr>
<td>Next two numbers</td>
<td>OS number</td>
<td>02</td>
</tr>
</tbody>
</table>
### Qualifications Pack For Production Manager

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role**: Production Manager
**Qualification Pack**: Production Manager
**Sector Skill Council**: GEMS & JEWELLERY

To pass the Assessment, a candidate needs to score 50% in Theory and 70% in Practical

<table>
<thead>
<tr>
<th>Assessment Strategy</th>
<th>Performance Criteria</th>
<th>Theory</th>
<th>Practical</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. G&amp;J/N0101 Plan and manage production process</strong></td>
<td><strong>Productivity</strong>&lt;br&gt;PC1. accurately understand the customers’ requirements of jewellery in terms of design, quality, time of delivery, etc.&lt;br&gt;PC2. decide on accepting the work order from customer&lt;br&gt;PC3. plan the production process and move the production smoothly from one department to another&lt;br&gt;PC4. deliver the jewellery goods to customer with expected quality&lt;br&gt;PC5. avoid delay in delivery of goods to customer&lt;br&gt;PC6. ensure all terms and conditions of the agreement with the customer is followed during production&lt;br&gt;PC7. limit gold loss during production of jewellery&lt;br&gt;PC8. ensure that production all jewellery order results in profit for the company&lt;br&gt;PC9. complete work with minimum hazards and accidents</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><strong>Handling problems</strong>&lt;br&gt;PC10. avoid process disruptions / delays and deliver goods on time&lt;br&gt;PC11. handle technical issues during production and provide solution&lt;br&gt;PC12. take corrective actions during human resource shortage, problem in machines, etc</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td><strong>Managing human resources</strong>&lt;br&gt;PC13. train human resources on processes&lt;br&gt;PC14. assess the performance of department supervisors and workers in the unit&lt;br&gt;PC15. resolve human resource issues in the unit and ensure smooth production process</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td><strong>Sub Total</strong></td>
<td>12</td>
<td>70</td>
</tr>
<tr>
<td><strong>2. G&amp;J/N1901 Maintain IPR and respect copyright</strong></td>
<td><strong>Respecting IPR</strong>&lt;br&gt;PC1. Spot plagiarism and report&lt;br&gt;PC2. understand rationale of patents and IPR&lt;br&gt;PC3. avoid being involved in IPR violations</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td><strong>Sub Total</strong></td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>3. G&amp;J/N1905 Interact with colleagues and team</strong></td>
<td><strong>Interaction with supervisor</strong>&lt;br&gt;PC1. understand the work output requirements&lt;br&gt;PC2. comply with company policy and rule&lt;br&gt;PC3. deliver quality work on time as required by reporting any anticipated</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Sub Total: 12 marks in Theory, 70 marks in Practical
### CRITERIA FOR ASSESSMENT OF TRAINEES

<table>
<thead>
<tr>
<th>Reasons for Delays</th>
<th>Sub Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interactions with colleagues and other departments</td>
<td></td>
</tr>
<tr>
<td>PC4. put team over individual goals</td>
<td>0</td>
</tr>
<tr>
<td>PC5. conflicts resolution and multi-tasking</td>
<td>0</td>
</tr>
<tr>
<td>Sub Total</td>
<td>2</td>
</tr>
</tbody>
</table>

| 4. G&J/N1907 Maintain safe work environment | |
| Understanding of potential sources of accidents and communicating | |
| PC1. spot and report potential hazards on time | 2 | 0 |
| PC2. follow company policy and rules regarding hazardous materials | 2 | 1 |
| PC3. deliver quality work on time as required by reporting any anticipated reasons for delays | 2 | 1 |
| Sub Total | 6 | 2 |
| Total | 20 | 80 |
Qualifications Pack For Production Manager