

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

**Contact Us:**  
GJSCI, Mumbai

E-mail: [coo@gjsci.org](mailto:coo@gjsci.org)



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## Introduction

### Qualifications Pack-Final Quality Inspector

**SECTOR:** GEMS & JEWELLERY

**SUB-SECTOR:** Handmade gold and gems-set jewellery

**OCCUPATION:** Quality Checking and Dispatching

**REFERENCE ID:** G&J/Q1002

**ALIGNED TO:** NCO-2004/NIL

**Final Quality Inspector:** Also known as 'Quality Checker', the Final Quality Inspector is responsible for allowing the finished jewellery piece to be shipped out to customer, after having checked quality parameters thoroughly. It is an important job role.

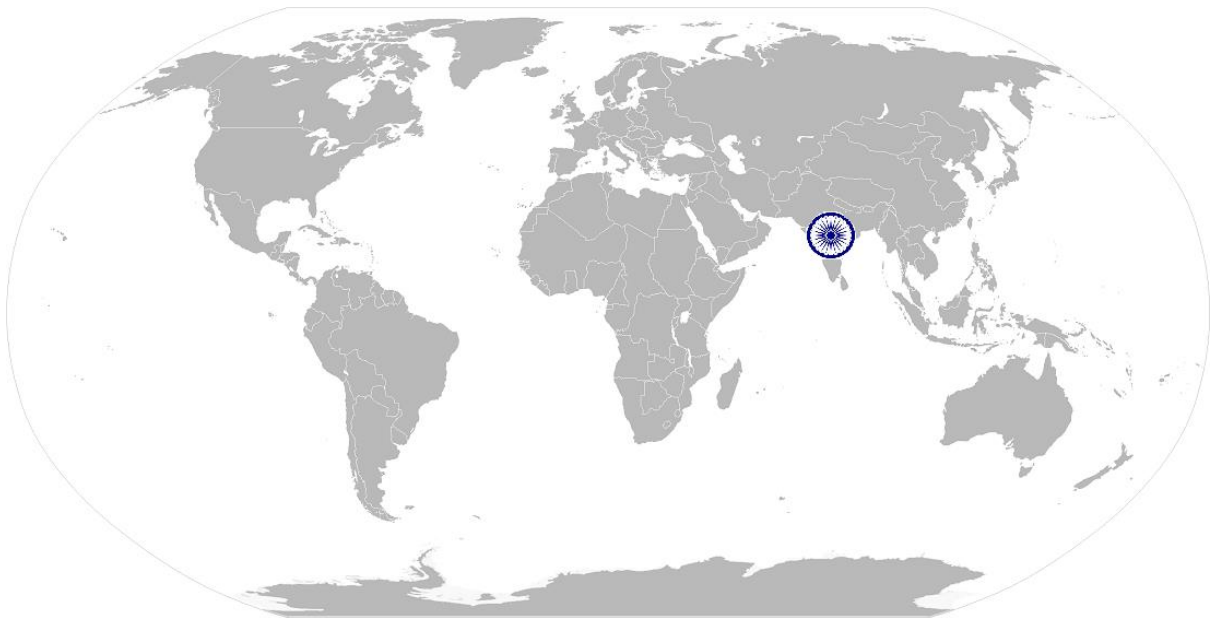
**Brief Job Description:** The individual at work ensures that the jewellery piece manufactured is as per design and defect-free before allowing it to be dispatched to the customer.

**Personal Attributes:** The job requires the individual to have: attention to details; good eyesight; steady hands; ability to communicate to bench workers and supervisors and creativity. The individual must also be able to use reflective skills in order to develop improved designs and work processes.

Job Details	<b>Qualifications Pack Code</b>	<b>G&amp;J/Q1002</b>		
	<b>Job Role</b>	<b>Final Quality Inspector</b>		
	<b>Credits(NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>14/04/13</b>
	<b>Sub-sector</b>	<b>Handmade and Gems-set Jewellery</b>	<b>Last reviewed on</b>	<b>30/07/13</b>
	<b>Occupation</b>	<b>Quality Checking and Dispatching</b>	<b>Next review date</b>	<b>15/07/15</b>

<b>Job Role</b>	<b>Final Quality Inspector 'Quality Checker'</b>
<b>Role Description</b>	Checking finished jewellery for defects related to workmanship, utility of wearing and design match before allowing it to be tagged and labelled for dispatch to customer
<b>NVEQF/NVQF level</b>	5
<b>Minimum Educational Qualifications</b>	Minimum: 10 <sup>th</sup> standard passed
<b>Maximum Educational Qualifications</b>	
<b>Training</b>	Not Applicable
<b>Experience</b>	Minimum 3 years in jewellery manufacturing
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">G&amp;J/N1002 Check quality of jewellery before dispatch</a></li> <li><a href="#">G&amp;J/N9910 Maintain IPR and respect copyright</a></li> <li><a href="#">G&amp;J/N9911 Interact with others</a></li> <li><a href="#">G&amp;J/N9914 Maintain safe work environment</a></li> </ol> <p><b>Optional:</b> Not applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

# National Occupational Standard



## Overview

This unit is about the final step in handmade gold jewellery manufacturing, i.e., checking the manufactured jewellery piece for any defects related to design mismatch, finish, workmanship and utility of wearing, before allowing it to be dispatched to customer.

**G&J/N1002**

**Check quality of jewellery before dispatch**

National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N1002</b>
<b>Unit Title (Task)</b>	<b>Check quality of jewellery before dispatch</b>
<b>Description</b>	This OS unit is about ensuring that the jewellery dispatched to customer is defect-free
<b>Scope</b>	<p>The unit/ task covers the following:</p> <p>Receive jewellery from Goldsmith or Supervisor</p> <ul style="list-style-type: none"> <li>• receive jewellery from the Goldsmith or Supervisor for checking</li> <li>• receive jewellery from the Goldsmith or Supervisor for rechecking, after defects have been rectified</li> <li>• check design number of jewellery as per job sheet</li> <li>• understand details of the design in terms of gold weight; types of gemstones, their size and weight and finish of overall jewellery</li> </ul> <p>Check quality of jewellery piece for defects related to</p> <ul style="list-style-type: none"> <li>• mismatch with design</li> <li>• filing defects, e.g., no rough edges or uneven surface</li> <li>• polishing, e.g., finish matt or plain or shiny</li> <li>• linking and soldering, e.g., loose links or durability, gaps</li> <li>• colouring, e.g., uneven colour or not matching design</li> <li>• sizing, e.g., size of jewellery, components or stones not matching design</li> <li>• setting, e.g., securely fixed stones and placed correctly in collet</li> <li>• casting, e.g., jointing finish</li> <li>• shine of jewellery and gemstones</li> <li>• utility, e.g., clip proper or not</li> <li>• Cleaning, e.g., near joints</li> </ul> <p>Return checked jewellery</p> <ul style="list-style-type: none"> <li>• weigh the jewellery piece</li> <li>• to Supervisor or Goldsmith with details of defects to be rectified</li> <li>• any loose pieces or stones to Production Manager</li> </ul> <p>Report problems about</p> <ul style="list-style-type: none"> <li>• impractical design</li> <li>• reasons for anticipated delays that may adversely affect delivery</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Quality checking</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately assess all defects so that the customer gets a defect-free jewellery piece</p> <p>PC2. identify and report defects from respective processes or departments</p> <p>PC3. identify design related defects and report to Production Manager</p> <p>PC4. document defects and jewellery specifications</p> <p>PC5. identify and recurring defects in order to improve processes</p>

**G&J/N1002**

**Check quality of jewellery before dispatch**

<b>Productivity</b>	To be competent, the user/individual on the job must be able to: PC6. check targeted number of jewellery pieces for quality PC7. send maximum number of pieces for dispatch by working closely with Goldsmiths
<b>Handling problems</b>	To be competent, the user/individual on the job must be able to: PC8. deliver complete product on time by reporting problems faced or anticipated well in advance
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. company's policies on: delivery standards; safety and hazards; integrity and IPR; and 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>B. Technical Knowledge</b>	The individual on the job needs to know and understand: KB1. jewellery trends in the market and customer preferences KB2. different types of jewellery, e.g., products, regional styles, making techniques, new styles such as fusion. KB3. different types of precious metal alloys and gemstones (4Cs) KB4. thoroughly, the jewellery making process of the organisation KB5. making stage-wise defects possible KB6. utility aspects of each type of jewellery product KB7. jewellery designing technique
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and writing skills</b>
	The user/individual on the job needs to know and understand how: SA1. to read notes and put notes on design SA2. To document defects or job sheet
	<b>Measuring and geometry skills</b>
	The user/individual on the job needs to know and understand how: SA3. to assess symmetry of jewellery piece SA4. to assess flexibility of jewellery piece
	<b>Teamwork and multitasking</b>
	The individual on the job needs to know and understand how: SA5. to deliver jewellery to next work process on time
<b>B. Professional Skills</b>	<b>Communication skills</b>
	The individual on the job needs to know and understand how to: SB1. convey the defect to Goldsmith or supervisor for corrective action to be taken SB2. inform about design defects effectively SB3. address quality concerns raised by others, e.g., Tagger and Labeller,

**G&J/N1002**

**Check quality of jewellery before dispatch**

	Production Manager or Supervisor
	<b>Decision making skills</b>
	The individual on the job needs to know and understand how: SB4. to decide on poor product design, casting defect, etc. Which may require process changes
	<b>Using tools and machines</b>
	The user/individual on the job needs to know and understand how: SB5. to use eye glass or lights for checking quality SB6. to use weighing machine SB7. to use scoop and forceps to lift small jewellery pieces SB8. to work in a safe environment, i.e., without injuries
	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand how to: SB9. work in sitting position for long hours with correct posture SB10. maintain clean work environment and organise tools for ease of use
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how: SB11. to spot process disruptions and delays SB12. to avoid hazards

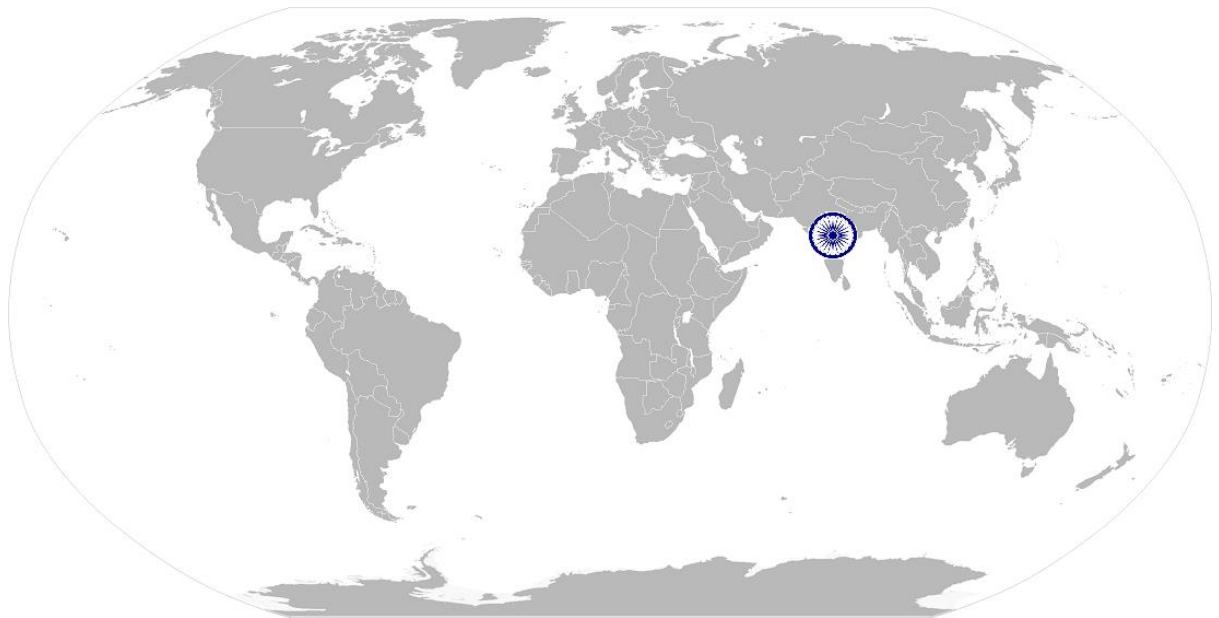
**G&J/N1002**

**Check quality of jewellery before dispatch**

## NOS Version Control

NOS Code	G&J/N1002		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/04/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/07/15

# National Occupational Standard



## 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.



**G&J/N9910**

**Maintain IPR and respect copyright**

National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N9910</b>
<b>Unit Title (Task)</b>	<b>Respect IPR of company as well as competitors</b>
<b>Description</b>	This OS unit is about maintaining company's IPR and avoiding infringement on copyright of others
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> <li>• prevent leak of new designs to competitors by reporting on time</li> <li>• be aware of any of company's product or design patents</li> <li>• report IPR violations observed in the market, to supervisor or company heads</li> </ul> <p>Avoid infringement to copyright of other companies</p> <ul style="list-style-type: none"> <li>• read copyright clause of the material published on the internet and any other printed material</li> <li>• consult supervisor or senior management when in doubt about using publicly available information</li> <li>• report any infringement observed in the company</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Respecting IPR</b>	To be competent, the user/individual on the job must be able to: PC1. spot plagiarism and report PC2. understand rationale of patents and IPR PC3. avoid being involved in IPR violations
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	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>B. Technical Knowledge</b>	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
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how: SA1. to effectively communicate any observed IPR violations or design leaks
<b>B. Professional Skills</b>	<b>Decision making</b>
	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**

	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand how: SB2. to learn from past mistakes and report IPR violations on time
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how: SB3. to spot signs of violations and alert authorities in time

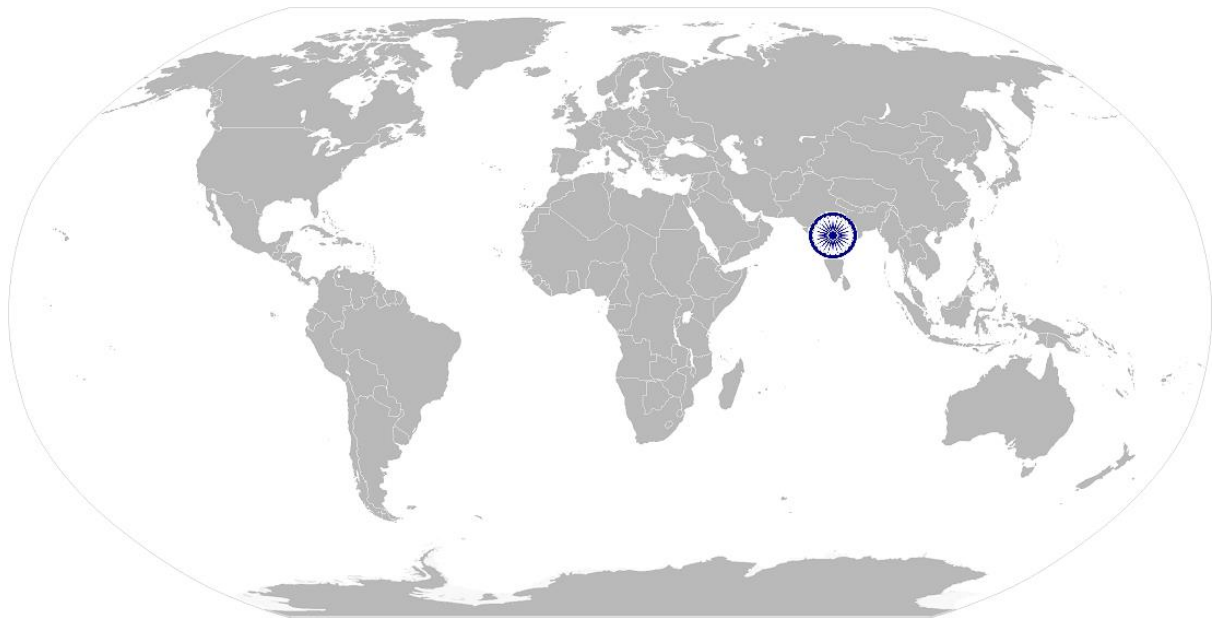
**G&J/N9910**

**Maintain IPR and respect copyright**

## **NOS Version Control**

<b>NOS Code</b>	<b>G&amp;J/N9910</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>14/04/13</b>
<b>Industry Sub-sector</b>	<b>Handmade Gold and Gems-set Jewellery</b>	<b>Last reviewed on</b>	<b>30/07/13</b>
		<b>Next review date</b>	<b>15/07/15</b>

# National Occupational Standard



## Overview

This unit is about the level of communication with colleagues or clients. It determines the employee's ability to work as a team member and team leader in order to achieve the required deliverables on schedule.

**G&J/N9911**

**Interact with others**

National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N9911</b>
<b>Unit Title (Task)</b>	<b>Interact with colleagues and seniors</b>
<b>Description</b>	This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazard-free work flow
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Interact with Production Manager or superior to:</p> <ul style="list-style-type: none"> <li>• receive work-flow instructions and quality standards</li> <li>• communicate about process flow improvements, product defects, repairs and maintenance of tools and machinery as required</li> <li>• communicate any potential hazards or expected process disruptions</li> </ul> <p>Interact with colleagues within and outside the department to:</p> <ul style="list-style-type: none"> <li>• work as a team with colleagues and seniors</li> <li>• share skills and train</li> <li>• communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</li> <li>• receive feedback and address concerns in order to complete work on time</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interaction with supervisor</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand the work output requirements</p> <p>PC2. comply with company policy and rule</p> <p>PC3. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
<b>Interactions with colleagues and other departments</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. put team over individual goals</p> <p>PC5. conflicts resolution and multi-tasking</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management</p> <p>KA2. work flow involved in company's jewellery manufacturing process</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively</p> <p>KB2. how to build team coordination</p>

**G&J/N9911**

**Interact with others**

Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<b>Teamwork and some multitasking</b>
	The individual on the job needs to know and understand how: SA1. to motivate team to work SA2. to convince seniors about significant process changes SA3. to share work load as required SA4. to deliver product to next work process on time
<b>B. Professional Skills</b>	<b>Decision making</b>
	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
	<b>Reflective thinking</b>
	The individual on the job needs to know and understand: SB3. how to improve work process
	<b>Critical thinking</b>
	The individual on the job needs to know and understand: SB4. how to spot process disruptions and delays

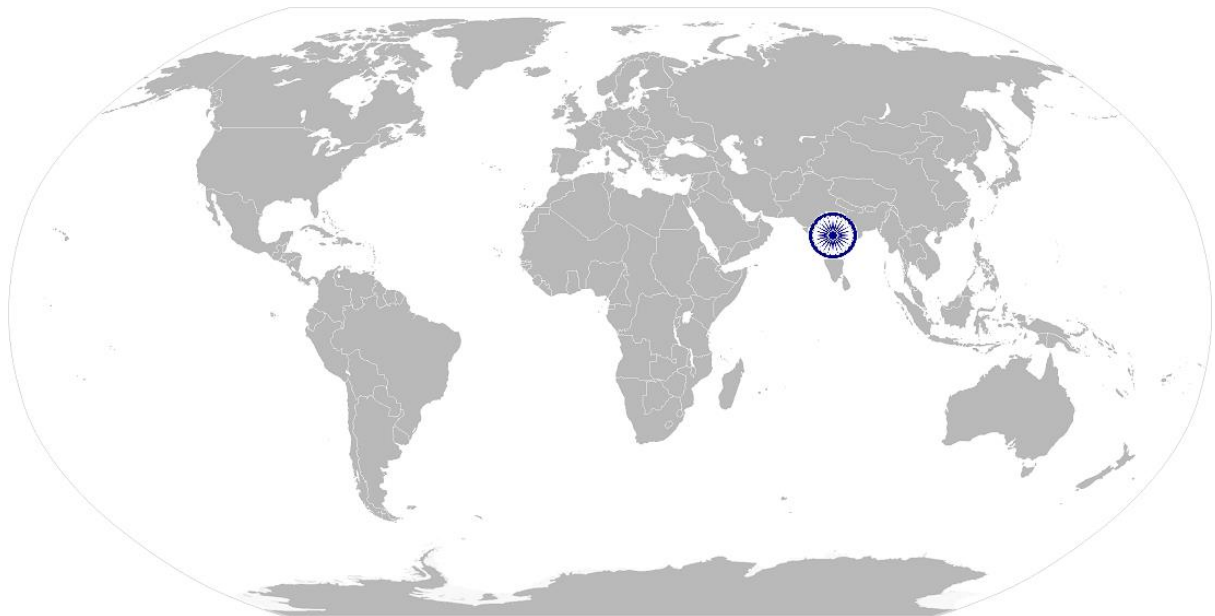
**G&J/N9911**

**Interact with others**

## **NOS Version Control**

<b>NOS Code</b>	<b>G&amp;J/N9911</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>14/04/13</b>
<b>Industry Sub-sector</b>	<b>Handmade Gold and Gems-set Jewellery</b>	<b>Last reviewed on</b>	<b>30/07/13</b>
		<b>Next review date</b>	<b>15/07/15</b>

# 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**

National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N9914</b>
<b>Unit Title (Task)</b>	<b>Work towards having a safe work environment</b>
<b>Description</b>	This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> <li>to avoid accidents related to use of potentially dangerous chemicals, gas torches, sharp tools and hazards from machines</li> </ul> <p>Communicate to reporting supervisor about:</p> <ul style="list-style-type: none"> <li>process flow improvements to reduce anticipated or repetitive hazards</li> <li>mishandling of tools, machines or hazardous materials</li> <li>electrical problems that could result in accident</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understanding of potential sources of accidents and communicating</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot and report potential hazards on time</p> <p>PC2. follow company policy and rules regarding hazardous materials</p> <p>PC3. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on handling: harmful chemicals and sharp tools, safety and hazards of machines, fire safety and, disposal of harmful chemicals and materials</p> <p>KA2. work flow involved in company's jewellery manufacturing process</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. how different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without causing bodily harm</p> <p>KB3. fire safety education</p> <p>KB4. disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Communication skills</b>
	<p>The individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate the danger</p>

**G&J/N9914**

**Maintain safe work environment**

<b>B. Professional Skills</b>	<b>Decision making</b>
	The individual on the job needs to know and understand: SB1. importance of reporting potential sources of danger SB2. appropriate actions to be taken in the event of an accident SB3. procedure for disposing of hazardous materials, safely and following environmental guidelines
	<b>Reflective thinking</b>
	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
	<b>Critical thinking</b>
	The individual on the job needs to know and understand: SB5. how to spot danger SB6. procedure to follow in the event of a fire or other hazard

**G&J/N9914**

**Maintain safe work environment**

**NOS Version Control**

<b>NOS Code</b>	<b>G&amp;J/N9914</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>14/04/13</b>
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Definitions

Keywords /Terms	Description
Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or 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.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	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.
Knowledge and Understanding	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish

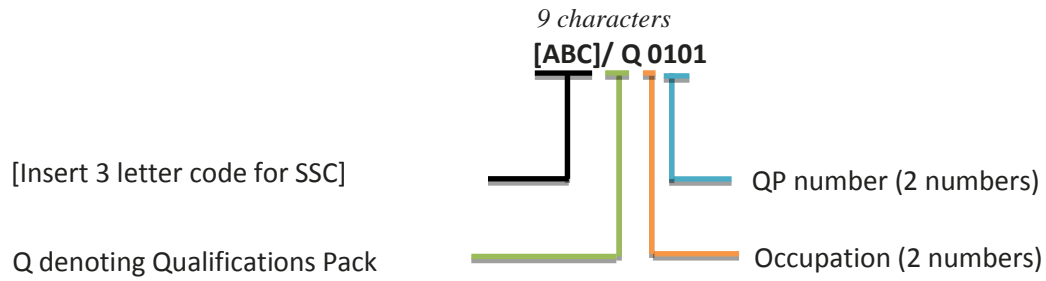
Acronyms

	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.
Keywords /Terms	Description
IPR	Intellectual Property Rights
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

## Annexure

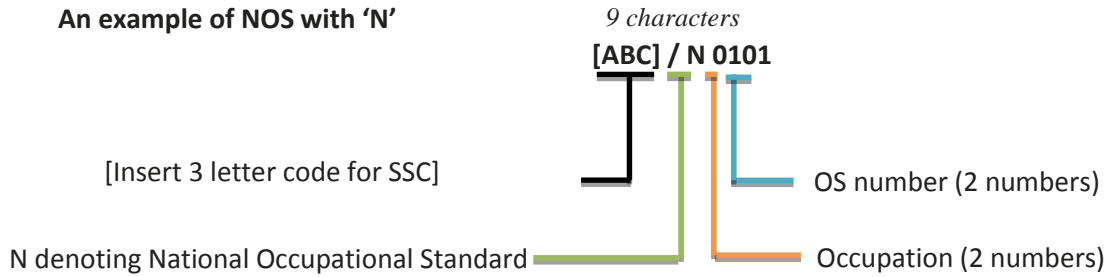
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Handmade gold and gems-set jewellery	01-20
Cast and diamond-set jewellery	21-40
Diamond processing	41-60
Gemstone processing	61-80
Jewellery retailing	81-98

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	07
Next two numbers	OS number	02

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Final Quality Inspector  
 Qualification Final Quality Inspector  
 Pack Final Quality Inspector  
 Sector Skill Council GEMS & JEWELLERY

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

			Marks Allocation	
			Theory	Practical
1.G&J/N1002 Check Quality of Jewellery Pieces	Quality Checking	PC1. accurately assess all defects so that the customer gets a defect-free jewellery piece	1	10
		PC2. identify and report defects from respective processes or departments	1	10
		PC3. identify design related defects and report to Production Manager	1	9
		PC4. document defects and jewellery specifications	1	9
		PC5 identify and recurring defects in order to improve processes	1	9
	Handling Problem	PC6. check targeted number of jewellery pieces for quality	1	10
		PC7. send maximum number of pieces for dispatch by working closely with Goldsmiths	1	9
		PC8. deliver complete product on time by reporting problems faced or anticipated well in advance	0	9
Sub Total			7	75
2.G&J/N9910 Respect and maintain IPR	Respecting and Maintaining IPR	PC1. be able to spot plagiarism and report	1	0
		PC2. be aware of patents and IPR	1	0
		PC3. not be involved in IPR violations	1	0
Sub Total			3	0
3.G&J/N9911	Interaction with	PC1. understand the work output requirements	1	0



Coordinate with others	supervisor	PC2. comply with company policy and rule	1	0
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	2
	Interactions with colleagues and other departments	PC4. put team over individual goals	2	0
		PC5. be able to resolve conflicts	2	0
		Sub Total	6	2
4. G&J/N9914 Maintain occupational health and safety	Communicating potential accident points	PC1. spot and report potential hazards on time	2	0
		PC2. follow company policy and rules regarding hazardous materials	2	0
		PC 3 deliver quality work on time as required by reporting any anticipated reasons for delays	0	3
	Using safety gear		0	0
		Sub Total	4	3
		Total	20	80
		Grand Total	100	