

QUALIFICATIONS PACK –NATIONAL OCCUPATIONAL STANDARDS FOR IT-BPM INDUSTRY

What are National Occupational Standards (NOS)?

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

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Introduction

Qualifications Pack-Associate - SCM

SECTOR: IT-ITeS

SUB-SECTOR: Business Process Management

OCCUPATION: Supply Chain Management

REFERENCE ID: SSC/Q3001

ALIGNED TO: NCO-2015/3323.0601

Associate - SCM in the IT-ITeS Industry is also known as Associate – Procurement Operations

Brief Job Description: Individuals in this job help clients in optimising their supply chain. The key activities they are involved in include generating orders, taking orders, collecting unpaid bills, reviewing customer/vendor payment and trends, performing dispatch follow-up, managing suppliers, managing inventories and providing procurement/sourcing support.

Personal Attributes: This job requires the individual to work collaboratively in teams and at the same time be comfortable in making decisions pertaining to his/her area of work. The individual should possess excellent communication analytical and negotiation skills.

Job Details	Qualifications Pack Code	SSC/Q3001		
	Job Role	Associate - SCM This job role is applicable in both national and international scenarios		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	IT-ITes	Drafted on	30/04/13
	Sub-sector	Business Process Management	Last reviewed on	31/03/2017
	Occupation	Supply Chain Management	Next review date	31/03/2018
	Application Clearance on	20/07/2015		

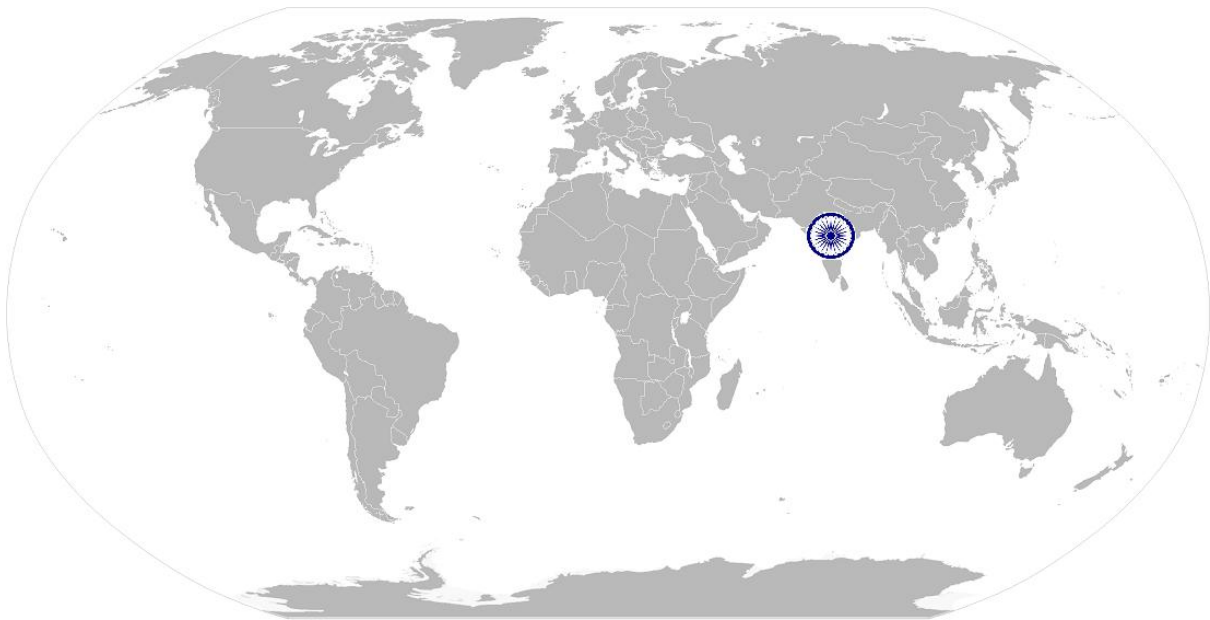
Job Role	Associate –SCM (Associate-Procurement Operations,Associate-Order Management)
Role Description	Individuals at this job are responsible for supporting supply chain activities such as material resource planning, supplier database management, contracting, cost optimization etc.
NSQF level	7
Minimum Educational Qualifications	BE/ B.tech in Industrial Engineering or any relevant stream
Maximum Educational Qualifications	Master's Degree in Operations/Production/Science
Training (Suggested but not mandatory)	Certifications/courses/trainings in one or more of the following areas – inventory management, supply chain management, logistics, procurement, quality assurance, sourcing, ERP, soft skills, MS office, etc. Relevant certifications/trainings in supply chain management tools and platforms
Minimum Job Entry Age	18 years
Experience	0-2 years of work experience/internship in supply chain management
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> SSC/N2301 (Maintain vendor accounts) SSC/N3101 (Maintain master data records for supply chain management) SSC/N3102 (Contribute to procurement processes) SSC/N3103 (Provide analytical support for supply chain management) SSC/N3104 (Fulfill customer orders) SSC/N0703 (Create documents for knowledge sharing) SSC/N9001 (Manage your work to meet requirements) SSC/N9002 (Work effectively with colleagues) SSC/N9003 (Maintain a healthy, safe and secure working environment) SSC/N9004 (Provide data/information in standard formats) SSC/N9005 (Develop your knowledge, skills and competence) Optional: Not Applicable
Performance Criteria	As described in the relevant NOS units

Glossary of Key Terms

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill 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 (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack (QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or 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 the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of 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 specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
IT-ITes	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

National Occupational Standard



Overview

This unit is about setting up vendor accounts and keeping them up-to-date, as part of an outsourced finance and accounting process.

SSC/N2301

Create and maintain vendor accounts

Applicable NOS Unit

Unit Code	SSC/N2301
Unit Title (Task)	Create and maintain vendor accounts
Description	This unit is about setting up vendor accounts and keeping them up-to-date, as part of an outsourced finance and accounting process.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate sources:</p> <ul style="list-style-type: none"> contracts supporting documentation service level agreements (SLAs) procurement team vendors client account manager clients <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager procurement team buyers taxation specialists legal specialists
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. check systems to verify whether master records of vendors already exist</p> <p>PC2. obtain required data/information from appropriate sources to set up and update vendor accounts</p> <p>PC3. clarify any issues with the data/information either from the procurement team or directly with vendors, as required</p> <p>PC4. set up and update vendor accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)</p> <p>PC5. obtain confirmation from vendors that the details held in their master records are correct</p> <p>PC6. obtain advice and guidance from appropriate people, where required</p> <p>PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining vendor accounts</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines and client specific SLAs for maintaining vendor accounts and your role in relation to these</p> <p>KA2. your organization's systems and tools for managing vendor accounts and how</p>

SSC/N2301

Create and maintain vendor accounts

organization and its processes)	<p>to use these</p> <p>KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these</p> <p>KA4. data/information required to set up and update vendor accounts</p> <p>KA5. appropriate sources of data/information for vendor accounts and how to access these</p> <p>KA6. who to involve when setting up or updating vendor accounts</p> <p>KA7. who to obtain advice and guidance from</p> <p>KA8. methods and techniques when working with others</p> <p>KA9. standard tools and templates available for use and how to access and use these</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. common issues with vendor information and how to resolve these</p> <p>KB2. the process required to confirm details within master vendor records with the vendor</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. communicate with others in writing</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. follow guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p> <p>SB2. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p>
	CustomerCentricity
	<p>You need to know and understand how to:</p> <p>SB4. work effectively in a customer facing environment</p> <p>SB5. deliver consistent and reliable service to customers</p> <p>SB6. check that your own work meets customer requirements</p>

SSC/N2301

Create and maintain vendor accounts

	Problem Solving
	You need to know and understand how to: SB7. refer anomalies to the supervisor SB8. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB10. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is complete and free from errors
	Team Working
	You need to know and understand how to: SB12. work effectively in a team environment SB13. work independently and collaboratively
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately SC2. use Microsoft packages, word, excel and PowerPoint SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role SC5. identify and refer anomalies in data

SSC/N2301
NOS Version Control

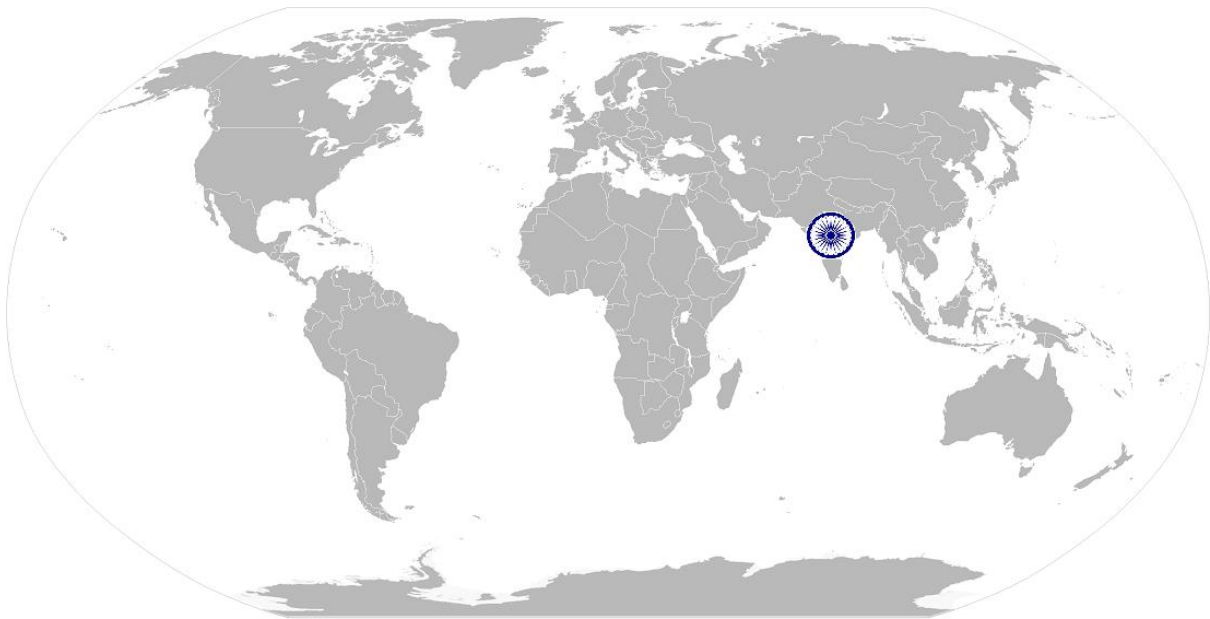
Create and maintain vendor accounts

NOS Code	SSC/N2301		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



SSC/N3101 Create and maintain master data records for supply chain management

National Occupational Standard




Overview

This unit is about maintaining master data records – vendor accounts, customer accounts and inventory – for outsourced supply chain management processes.

SSC/N3101 Create and maintain master data records for supply chain management

Applicable NOS Unit

Unit Code	SSC/N3101
Unit Title (Task)	Create and maintain master data records for supply chain management
Description	This unit is about maintaining master data records – vendor accounts, customer accounts and inventory – for outsourced supply chain management processes.
Scope	<p>This unit/task covers the following:</p> <p>Master data records for:</p> <ul style="list-style-type: none"> • vendors • customers • inventory • return material authorizations • material codes and serial numbers <p>Appropriate sources:</p> <ul style="list-style-type: none"> • contracts • purchase orders (POs) • sales orders • supporting documentation • service level agreements (SLAs) • procurement team <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • procurement team • sales team • logistics team • subject matter experts 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. check systems to verify whether master data records already exist</p> <p>PC2. obtain required data/information from appropriate sources to set up and update master data records</p> <p>PC3. set up and update master data records, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)</p> <p>PC4. identify gaps in master data records and resolve these with appropriate people</p> <p>PC5. identify issues with the master data records and clarify these with appropriate people</p> <p>PC6. obtain confirmation from appropriate people that the details held in master data records are correct</p> <p>PC7. monitor inventory levels and take action as needed in line with guidelines and</p>

SSC/N3101 Create and maintain master data records for supply chain management

	<p>procedures</p> <p>PC8. obtain advice and guidance from appropriate people, where required</p> <p>PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining master data records</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines and client specific SLAs for maintaining master data records and your role in relation to these</p> <p>KA2. your organization's systems and tools for maintaining master data records and how to use these</p> <p>KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these</p> <p>KA4. legislation, regulations and guidelines relating to gathering, storing and maintaining data records</p> <p>KA5. the purpose and importance of master data records and ERP packages</p> <p>KA6. essential information required to set up and update master data records</p> <p>KA7. how to create and maintain master data records</p> <p>KA8. your organization's procedures for monitoring inventory levels and how to do this</p> <p>KA9. appropriate sources of information for master data records and how to access these</p> <p>KA10. who to involve when setting up or updating master data records</p> <p>KA11. who to obtain advice and guidance from</p> <p>KA12. methods and techniques when working with others</p> <p>KA13. standard tools and templates available for use and how to access and use these</p> <p>KA14. the importance of confirming details within master data records with appropriate people</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. common issues with master data records and how to resolve these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. communicate with others in writing</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. follow guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)

SSC/N3101 Create and maintain master data records for supply chain management

	<p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. seek clarification and advice from others</p>
B. Professional Skills	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p> <p>SB2. make a decision on a suitable course of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p> <p>CustomerCentricity</p> <p>You need to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check that your own work meets customer requirements</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB6. refer anomalies to the supervisor</p> <p>SB7. seek clarification on problems from others</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p> <p>SB8. pass on relevant information to others</p> <p>Critical Thinking</p> <p>You need to know and understand how to:</p> <p>SB9. apply balanced judgments to different situations</p> <p>Attention to Detail</p> <p>You need to know and understand how to:</p> <p>SB10. check your work is complete and free from errors</p> <p>Team Working</p> <p>You need to know and understand how to:</p> <p>SB11. work effectively in a team environment</p> <p>SB12. work independently and collaboratively</p>
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively to input and/or extract data accurately</p> <p>SC2. use Microsoft packages: Word, Excel and PowerPoint</p> <p>SC3. store and retrieve information</p> <p>SC4. use ERP, online tools and software packages specific to your role</p> <p>SC5. keep up to date with changes, procedures and practices in your role</p> <p>SC6. identify and refer anomalies in data</p>

SSC/N3101 Create and maintain master data records for supply chain management
NOS Version Control

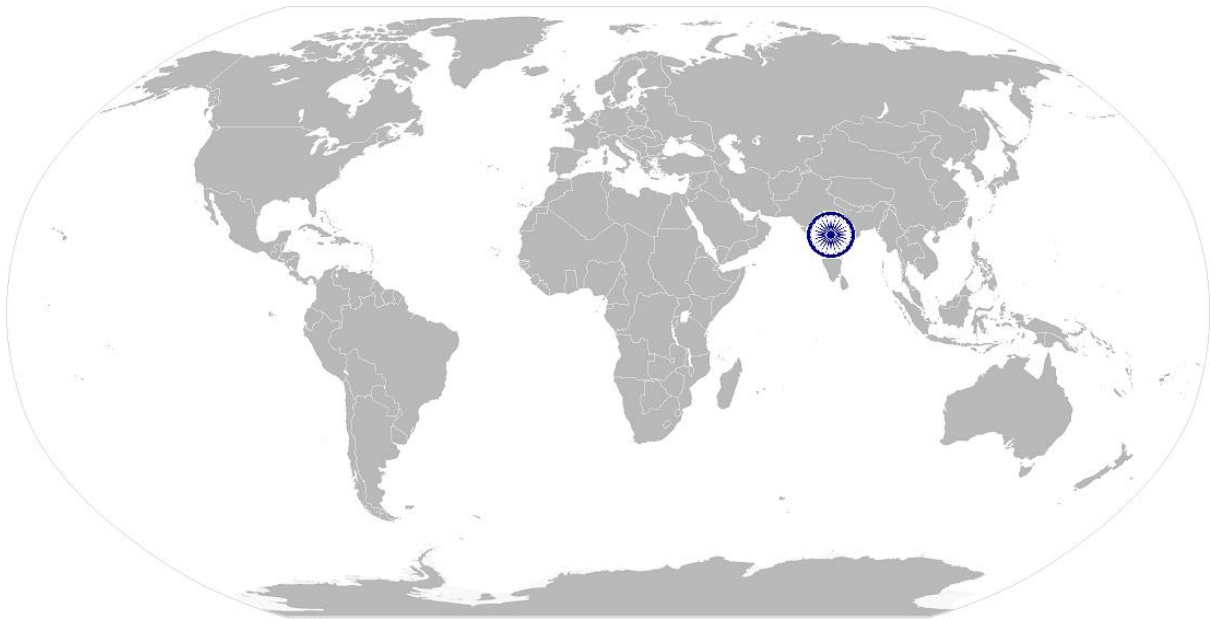
NOS Code	SSC/N3101		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



SSC/N3102

Support outsourced procurement processes

National Occupational Standard



Overview

This unit is about carrying out a range of rule-based transactions that support outsourced procurement processes.

SSC/N3102

Support outsourced procurement processes

Applicable NOS Unit

Unit Code	SSC/N3102
Unit Title (Task)	Support outsourced procurement processes
Description	This unit is about carrying out a range of rule-based transactions that support outsourced procurement processes.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager procurement team subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. obtain data/information required for contracting with vendors and make this available to appropriate people in standard formats</p> <p>PC2. identify any issues with orders for supplies and clarify these issues with those ordering the supplies or appropriate people</p> <p>PC3. create purchase orders for supplies, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)</p> <p>PC4. liaise with vendors to expedite the delivery of supplies ordered</p> <p>PC5. verify the receipt and quality of supplies with those ordering the supplies</p> <p>PC6. update the catalog database with the supplies, following your organization's procedures, guidelines and client-specific SLAs</p> <p>PC7. respond to queries from those ordering the supplies and vendors in line with SLAs</p> <p>PC8. obtain advice and guidance from appropriate people, where required</p> <p>PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when supporting outsourced procurement processes</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines for procurement and your role in relation to these</p> <p>KA2. legislative and regulatory requirements for procurement and the impact on your organization where these are not followed</p> <p>KA3. standard tools and templates available for use and how to access and use these</p> <p>KA4. the range of orders and supplies procured by your organization</p> <p>KA5. sources of information required for procuring orders and supplies</p> <p>KA6. how to create purchase orders</p> <p>KA7. your organization's catalog database and how to access and update this</p>

SSC/N3102

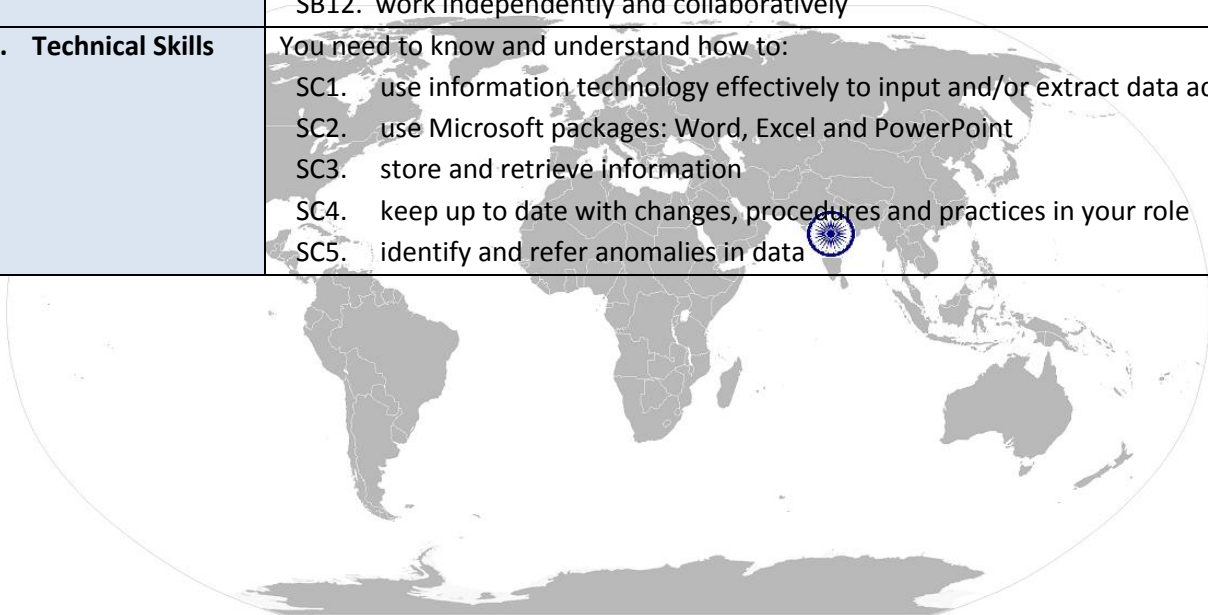
Support outsourced procurement processes

	<p>KA8. the importance of keeping customers informed of orders and of meeting their needs</p> <p>KA9. the importance of checking delivery, quality, timeliness and reliability of supplies</p> <p>KA10. appropriate sources of information for procurement and how to access these</p> <p>KA11. who to involve in procurement processes</p> <p>KA12. who to obtain advice and guidance from</p> <p>KA13. your organization's guidelines and methods of communication</p> <p>KA14. your organization's policies and procedures for recording and storing information on procurement and the importance of complying with these</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. common issues and queries with procurement and how to resolve these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA2. follow guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p> <p>SA4. ask for clarification and advice from others</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	CustomerCentricity
	<p>You need to know and understand how to:</p> <p>SB3. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements</p> <p>SB4. work effectively in a customer facing environment</p> <p>SB5. check that your own work meets customer requirements</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB6. refer anomalies to the supervisor</p> <p>SB7. seek clarification on problems from others</p>

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Support outsourced procurement processes

	Analytical Thinking
	You need to know and understand how to: SB8. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB9. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB10. check your work is complete and free from errors
	Team Working
	You need to know and understand how to: SB11. work effectively in a team environment SB12. work independently and collaboratively
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively to input and/or extract data accurately</p> <p>SC2. use Microsoft packages: Word, Excel and PowerPoint</p> <p>SC3. store and retrieve information</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p> <p>SC5. identify and refer anomalies in data</p>



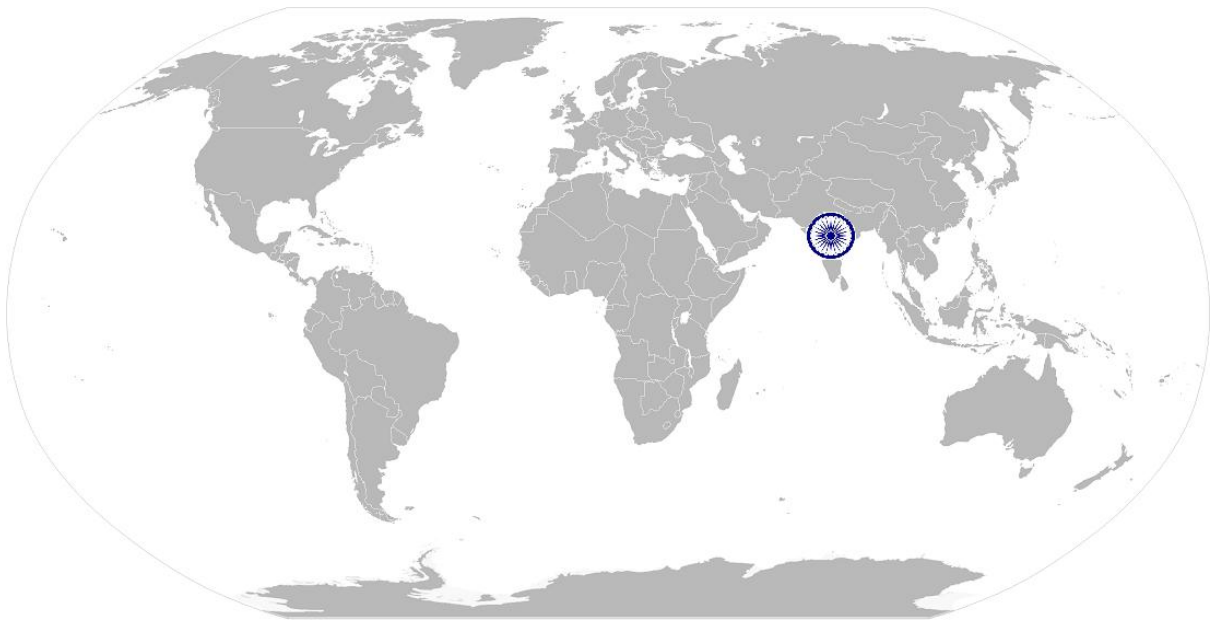
SSC/N3102
NOS Version Control

Support outsourced procurement processes

NOS Code	SSC/N3102		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
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National Occupational Standard



Overview

This unit is about providing analytical services for outsourced supply chain management processes to support decision making and strategic planning.

SSC/N3103

Provide analytical support for supply chain management

Applicable NOS Unit

Unit Code	SSC/N3103
Unit Title (Task)	Provide analytical support for supply chain management
Description	This unit is about providing analytical services for outsourced supply chain management processes to support decision making and strategic planning.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • procurement team • functional teams • subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish your role and responsibilities in providing analytical support for supply chain management</p> <p>PC2. monitor systems to identify potential and actual stock-outs and other significant issues</p> <p>PC3. undertake basic analysis to identify root causes of stock-outs and other significant issues</p> <p>PC4. report potential and actual stock-outs and other significant issues promptly to appropriate people, with a justifiable explanation of root causes, where required</p> <p>PC5. create periodic management information reports in standard formats</p> <p>PC6. review reports with appropriate people and incorporate their inputs</p> <p>PC7. respond to ad hoc requests for management information from appropriate people, in line with service level agreements (SLAs)</p> <p>PC8. obtain advice and guidance from appropriate people, where required</p> <p>PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when contributing to procurement processes</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, service level agreements and guidelines for providing analytical support in supply chain management including your role and responsibilities in relation to this</p> <p>KA2. your organization's guidelines and methods of communication</p> <p>KA3. your organization's reporting procedures</p> <p>KA4. different systems which need to be monitored and how to do this</p> <p>KA5. the importance of root cause analysis and how to do this</p> <p>KA6. standard tools and templates available and how to access and use these</p> <p>KA7. where to obtain advice and guidance</p>

SSC/N3103

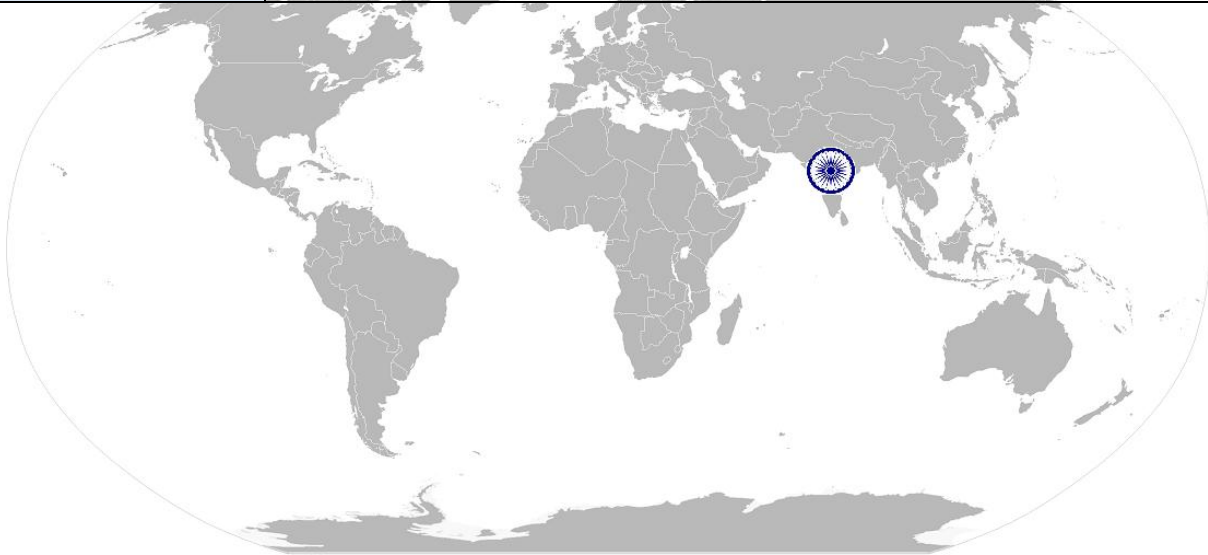
Provide analytical support for supply chain management

	KA8. how to present information
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different ways of structuring information for analysis and how to select the best method</p> <p>KB2. different methods and techniques used for analyzing data/information</p> <p>KB3. how to analyze and interpret data/information for supply chain management</p> <p>KB4. common root cause issues and why they occur</p> <p>KB5. how to identify, record and report root causes of stock-outs and other issues</p> <p>KB6. different types of ad-hoc requests received and how to respond to these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. communicate with colleagues in writing</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA2. follow instructions, guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p> <p>SB2. follow rule-based decision-making processes</p> <p>SB3. identify anomalies in data</p> <p>SB4. ask for clarification and advice from others</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB5. plan and organize your work to achieve targets and deadlines</p>
	CustomerCentricity
	<p>You need to know and understand how to:</p> <p>SB6. check that your own work meets customer requirements</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB7. refer anomalies to the line manager</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB8. configure data and disseminate relevant information to others</p>
	Critical Thinking
	<p>You need to know and understand how to:</p>

SSC/N3103

Provide analytical support for supply chain management

	SB9. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB10. check your work is complete and free from errors
	Team Working
	You need to know and understand how to: SB11. work effectively in a team environment
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. agree objectives and work requirements</p> <p>SC2. use a range of basic statistics</p> <p>SC3. use information technology effectively to input and/or extract data accurately</p> <p>SC4. use Microsoft packages: Word, Excel and PowerPoint</p> <p>SC5. store and retrieve information</p> <p>SC6. keep up to date with changes, procedures and practices in your role</p>

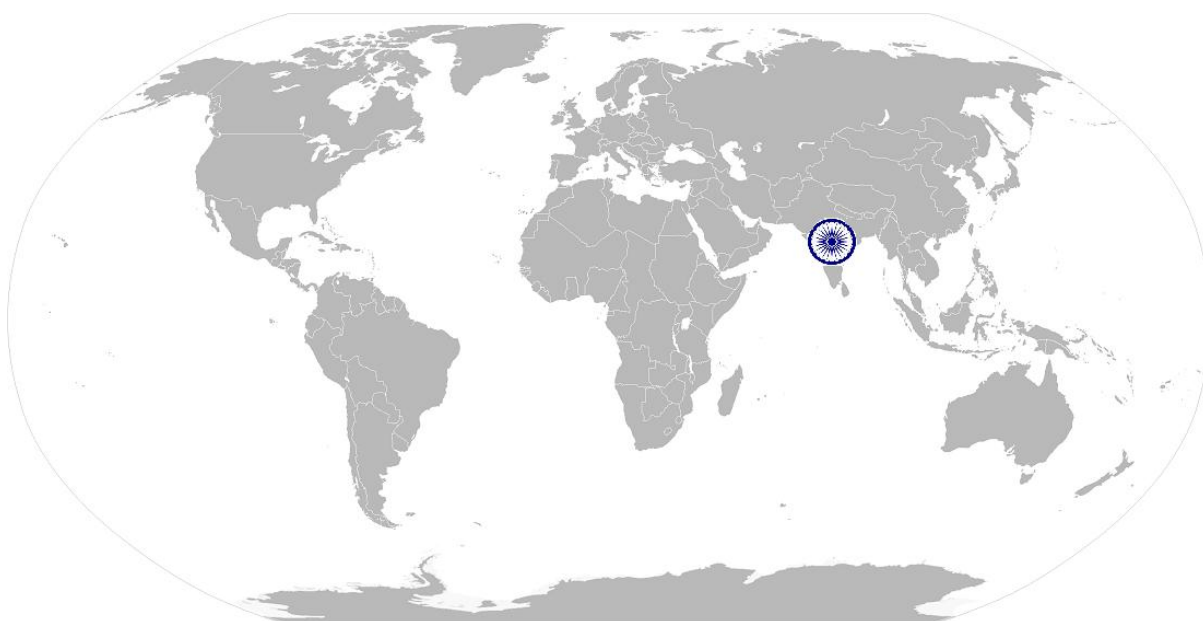


SSC/N3103 **Provide analytical support for supply chain management**
NOS Version Control

NOS Code	SSC/N3103		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about fulfilling customer orders as part of outsourced supply chain management processes.

SSC/N3104

Fulfill customer orders

Applicable NOS Unit

Unit Code	SSC/N3104
Unit Title (Task)	Fulfill customer orders
Description	This unit is about fulfilling customer orders as part of outsourced supply chain management processes.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • customers • customer teams • sales team • procurement team • logistics team • subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. verify customer details and order requirements with sales teams or directly with customers, as required</p> <p>PC2. create customer orders using standard tools and operating procedures</p> <p>PC3. check inventory for availability of customer orders</p> <p>PC4. inform customers when they can expect receipt of their orders, estimating the length of any delay</p> <p>PC5. monitor dispatch, transportation and delivery of customer orders to identify any problems or delays</p> <p>PC6. liaise with vendors, warehousing and carriers to expedite delivery of orders, as required</p> <p>PC7. confirm with customers that they have received their orders to their satisfaction and record their feedback using standard tools and operating procedures</p> <p>PC8. obtain advice and guidance from appropriate people, where required</p> <p>PC9. comply with your organization's policies, procedures, guidelines and client-specific service level agreements (SLAs) when contributing to procurement processes</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines and client specific SLAs for customer orders and your role in relation to these</p> <p>KA2. standard operating procedures for customer orders</p> <p>KA3. standard tools and templates available to record orders and how to access</p>

SSC/N3104

Fulfill customer orders

its processes)	<p>and use these</p> <p>KA4. how to provide effective customer service and the importance of this</p> <p>KA5. the importance of keeping customers informed of orders and of meeting their needs</p> <p>KA6. your organization's policies and procedures for recording and storing information on orders and the importance of complying with these</p> <p>KA7. sources of information required to process orders</p> <p>KA8. standard timescales required to fulfill orders and what to do when orders cannot be fulfilled within these timescales</p> <p>KA9. the importance of recording and prioritizing customer orders</p> <p>KA10. how to monitor orders throughout the entire process until delivery and the importance of this</p> <p>KA11. your organization's guidelines and methods of communication</p> <p>KA12. the importance of checking that customers are satisfied with orders and what to do if they are not</p> <p>KA13. your organization's procedures for dealing with problems and complaints</p> <p>KA14. when to liaise with vendors, warehousing and carriers</p> <p>KA15. who to obtain advice and guidance from</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. common issues with customer orders and how to resolve these</p> <p>KB2. current practice in customer service</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. communicate with others in writing</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. follow guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. identify anomalies in data</p> <p>SB2. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p>

SSC/N3104

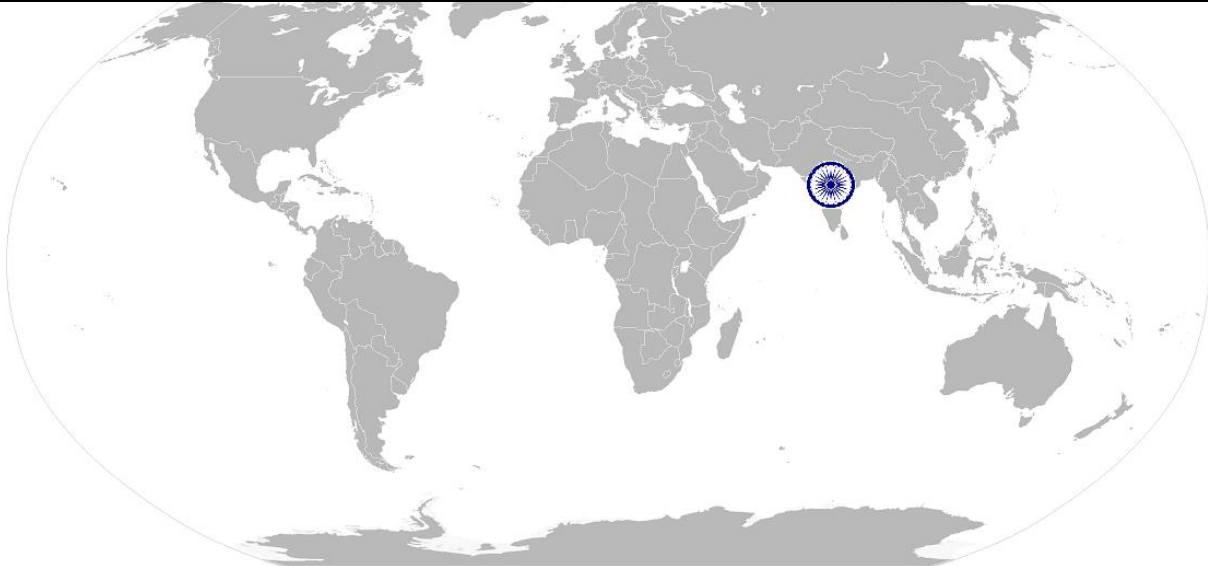
Fulfill customer orders

	CustomerCentricity
	You need to know and understand how to: SB4. work effectively in a customer facing environment SB5. deliver consistent and reliable service to customers SB6. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB7. refer anomalies to the line manager SB8. apply problem-solving approaches in different situations SB9. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB10. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB11. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB12. check your work is complete and free from errors
C. Technical Skills	Team Working
	You need to know and understand how to: SB13. work effectively in a team environment SB14. work independently and collaboratively
	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately SC2. use Microsoft packages: Word, Excel and PowerPoint SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role SC5. identify and refer anomalies in data

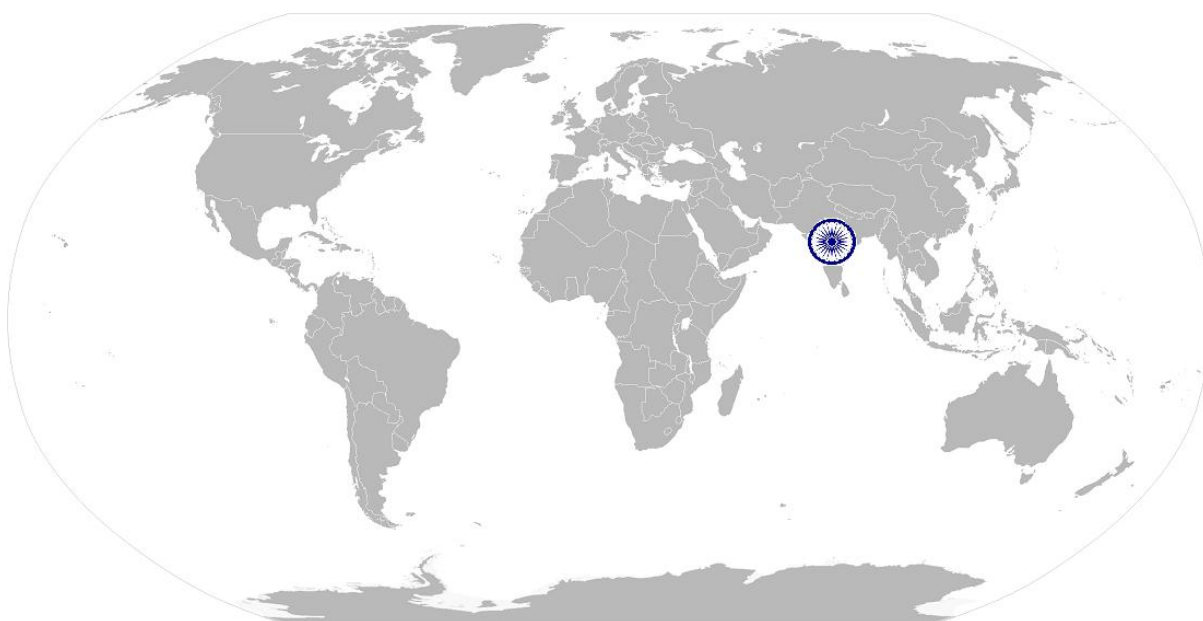
SSC/N3104
NOS Version Control

Fulfill customer orders

NOS Code	SSC/N3104		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about creating documents (such as case studies, best practices, project artifacts, reports, minutes, policies, procedures, work instructions etc) for sharing knowledge with internal or external stakeholders.

SSC/N0703

Create documents for knowledge sharing

Applicable NOS Unit

Unit Code	SSC/N0703
Unit Title (Task)	Create documents for knowledge sharing
Description	<p>This unit is about creating documents (such as case studies, best practices, project artifacts, reports, minutes, policies, procedures, work instructions etc) for sharing knowledge with internal or external stakeholders.</p> <p>This unit is NOT intended to cover technical documents or documents to support the deployment and use of products/applications, which are dealt with in different standards.</p>
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • owner of documents • subject matter experts • shopfloor technicians/ operators
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish with appropriate people the purpose, scope, formats and target audience for the documents</p> <p>PC2. access existing documents, language standards, templates and documentation tools from your organization's knowledge base</p> <p>PC3. liaise with appropriate people to obtain and verify the information required for the documents</p> <p>PC4. confirm the content and structure of the documents with appropriate people</p> <p>PC5. create documents using standard templates and agreed language standards</p> <p>PC6. review documents with appropriate people and incorporate their inputs</p> <p>PC7. submit documents for approval by appropriate people</p> <p>PC8. publish documents in agreed formats</p> <p>PC9. update your organization's knowledge base with the documents</p> <p>PC10. comply with your organization's policies, procedures and guidelines when creating documents for knowledge sharing</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and guidelines for creating documents for knowledge sharing</p> <p>KA2. the purpose and scope of the work to be carried out and the importance of keeping within these boundaries</p> <p>KA3. who to involve when developing documents and their roles and responsibilities</p> <p>KA4. intended audiences for documents</p>

SSC/N0703

Create documents for knowledge sharing

	<p>KA5. your organization's knowledge base and how to access and update this</p> <p>KA6. the importance of verifying information obtained for documents and how to do this</p> <p>KA7. the importance of reviewing documents with others</p> <p>KA8. how to use feedback to improve documents</p> <p>KA9. your organization's processes and procedures for approving and publishing documents</p> <p>KA10. methods and techniques used when working with others</p> <p>KA11. tools, templates and language standards available and how to use these</p> <p>KA12. the work element for documents created</p> <p>KA13. how to convert the work element into meaningful documents by proper abstraction and categories suited to standard templates</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. the purpose and scope of the work to be carried out and the importance of keeping within these boundaries</p> <p>KB2. sources of information and reference materials for creating documents</p> <p>KB3. basic computer softwares such as MS Office, MS Visio, etc</p> <p>KB4. different styles used in documents, including:</p> <ul style="list-style-type: none"> • your organization's house style • types and styles of documents • templates <p>KB5. different ways of structuring documents and how to select the best structure for the agreed content</p> <p>KB6. how to check and make corrections to documents for common editorial problems and errors, including:</p> <ul style="list-style-type: none"> • deviations • factual accuracies • linguistic mistakes • discrepancies • errors • ambiguities in content • formatting <p>KB7. the importance of obtaining approval for documents and who to obtain this from</p> <p>KB8. change management procedures, including version control and approvals</p> <p>KB9. how to use document preparation tools including Word, Visio, PowerPoint, Excel</p>
Skills (S)	
A. Core Skills/	Writing Skills

SSC/N0703

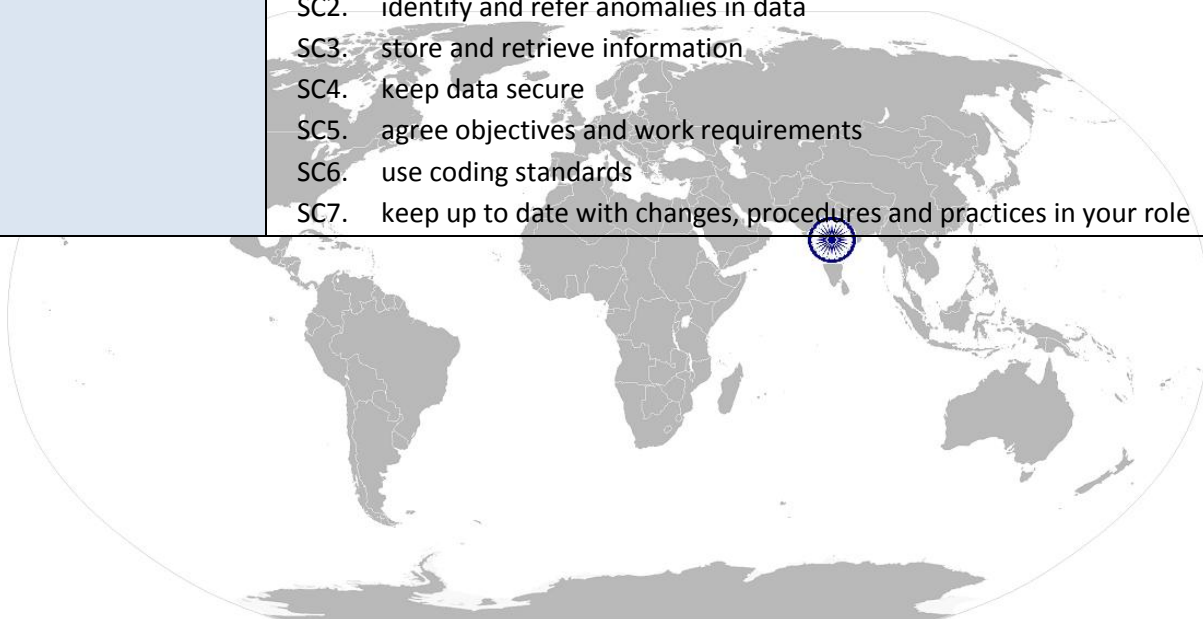
Create documents for knowledge sharing

Generic Skills	You need to know and understand how to: SA1. complete accurate well written work with attention to detail SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to: SA3. follow guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA4. listen effectively and orally communicate information accurately SA5. ask for clarification and advice from others
B. Professional Skills	Decision Making
	You need to know and understand how to: SB1. identify anomalies in data SB2. make a decision on a suitable course of action SB3. time management SB4. multi-tasking
	Plan and Organize
	You need to know and understand how to: SB5. plan and organize your work to achieve targets and deadlines SB6. manage your time effectively SB7. handle multiple tasks concurrently
	CustomerCentricity
	You need to know and understand how to: SB8. check that your own and/or your peers' work meets customer requirements SB9. work effectively in a customer facing environment SB10. build and maintain positive and effective relationships with customers
	Problem Solving
	You need to know and understand how to: SB11. seek clarification on problems from others SB12. apply problem-solving approaches in different situations SB13. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to: SB14. analyze data and activities SB15. configure data and disseminate relevant information to others SB16. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB17. provide opinions on work in a detailed and constructive way

SSC/N0703

Create documents for knowledge sharing

	SB18. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB19. check your work is complete and free from errors SB20. get your work checked by others
	Team Working
	You need to know and understand how to: SB21. work independently and collaboratively SB22. work effectively in a team environment SB23. contribute to the quality of team working
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep data secure SC5. agree objectives and work requirements SC6. use coding standards SC7. keep up to date with changes, procedures and practices in your role



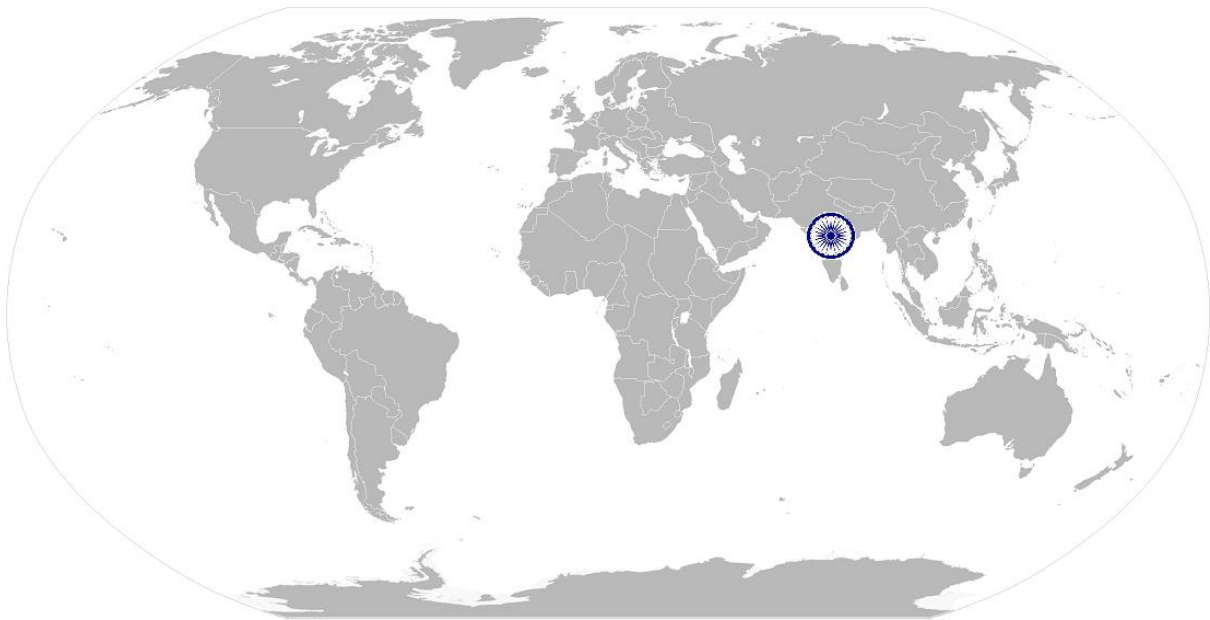
SSC/N0703
NOS Version Control

Create documents for knowledge sharing

NOS Code	SSC/N0703		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/N9001

Manage your work to meet requirements

Applicable NOS Unit

Unit Code	SSC/N9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> activities (what you are required to do) deliverables (the outputs of your work) quantity (the volume of work you are expected to complete) standards (what is acceptable performance, including compliance with Service Level Agreements) timing (when your work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager the person requesting the work members of the team/department members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> equipment materials information
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p> <p>KA6. your organization's policies and procedures for dealing with confidential</p>

SSC/N9001

Manage your work to meet requirements

	<p>information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to:
	SA1. complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. ask for clarification and advice from line managers
	SA4. communicate orally with colleagues
	Decision Making
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	SB3. agree objectives and work requirements
	CustomerCentricity
	You need to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the line manager
	SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:

SSC/N9001

Manage your work to meet requirements

	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is complete and free from errors SB12. get your work checked by peers
	Team Working
	You need to know and understand how to: SB13. work effectively in a team environment
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively, to input and/or extract data accurately</p> <p>SC2. identify and refer anomalies in data</p> <p>SC3. store and retrieve information</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p>



SSC/N9001
NOS Version Control

Manage your work to meet requirements

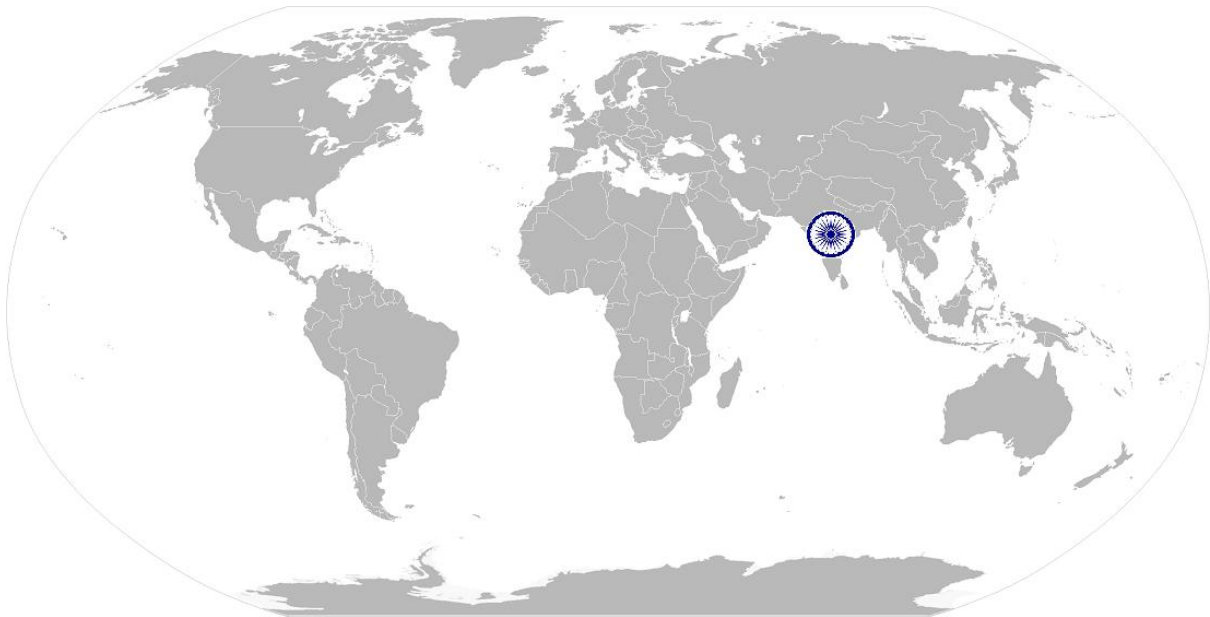
NOS Code	SSC/N9001		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



SSC/N9002

Work effectively with colleagues

National Occupational Standard



Overview

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

SSC/N9002

Work effectively with colleagues

Applicable NOS Unit

Unit Code	SSC/N9002
Unit Title (Task)	Work effectively with colleagues
Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> line manager members of your own work group people in other work groups in your organization <p>Communicate:</p> <ul style="list-style-type: none"> face-to-face by telephone in writing
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. communicate with colleagues clearly, concisely and accurately</p> <p>PC2. work with colleagues to integrate your work effectively with them</p> <p>PC3. pass on essential information to colleagues in line with organizational requirements</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments you have made to colleagues</p> <p>PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons</p> <p>PC7. identify any problems you have working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organization's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. benefits of developing productive working relationships with colleagues</p> <p>KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with</p> <p>KA6. where you do not meet your commitments, the implications this will have on individuals and the organization</p>
B. Technical	<p>You need to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance</p>

SSC/N9002

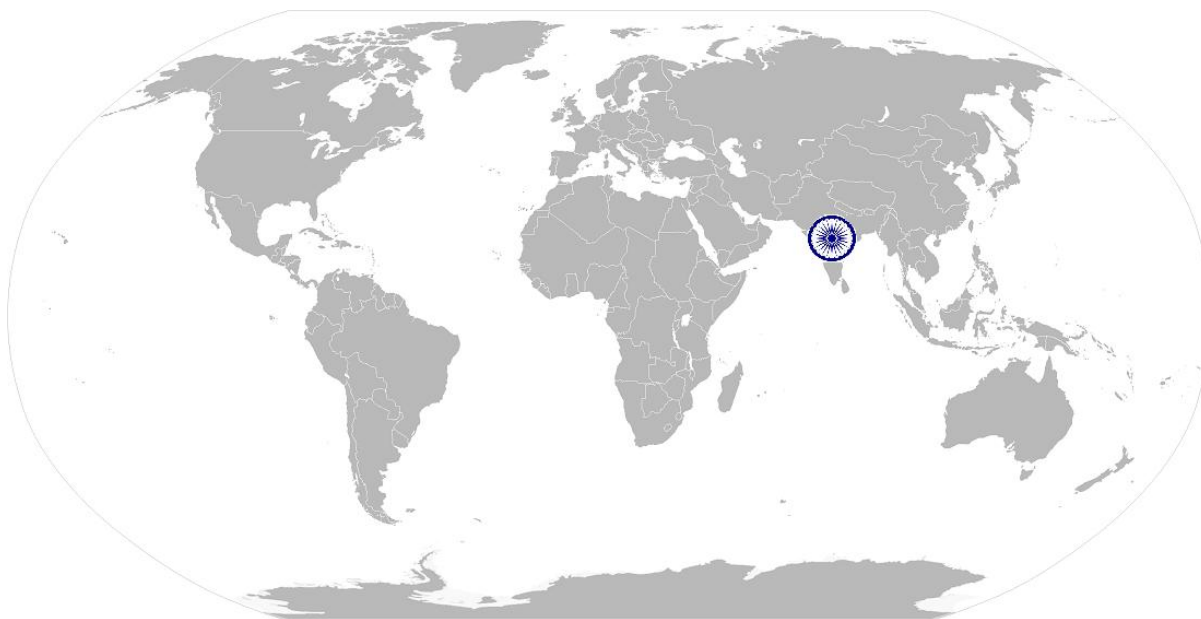
Work effectively with colleagues

Knowledge	<p>of providing this information when it is required</p> <p>KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>SA2. communicate effectively with colleagues in writing</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. read instructions, guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from line managers</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	CustomerCentricity
	<p>You need to know and understand how to:</p> <p>SB3. check that your own work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p>
	Critical Thinking
	<p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>
	Attention to Detail
	<p>You need to know and understand how to:</p> <p>SB7. check your work is complete and free from errors</p> <p>SB8. get your work checked by peers</p>
	Team Working
	<p>You need to know and understand how to:</p> <p>SB9. work effectively in a team environment</p> <p>SB10. work effectively with colleagues and other teams</p>

SSC/N9002

Work effectively with colleagues

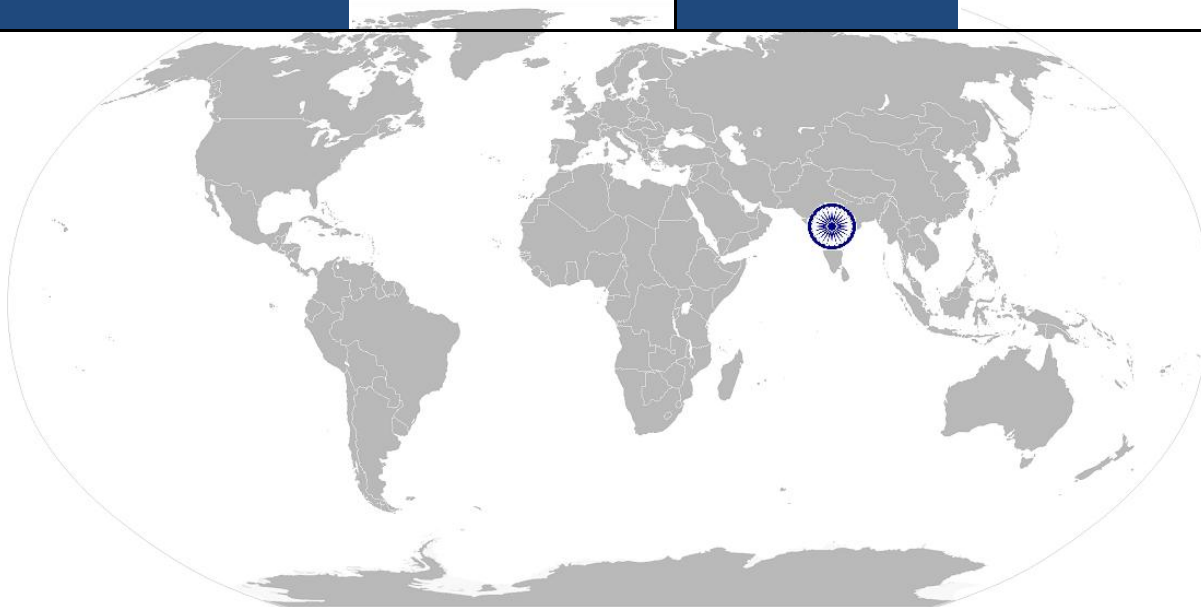
	SB11. treat other cultures with respect
C. Technical Skills	<p>You need to know and understand how to:</p> <p>SC1. identify and refer anomalies</p> <p>SC2. help reach agreements with colleagues</p> <p>SC3. keep up to date with changes, procedures and practices in your role</p>



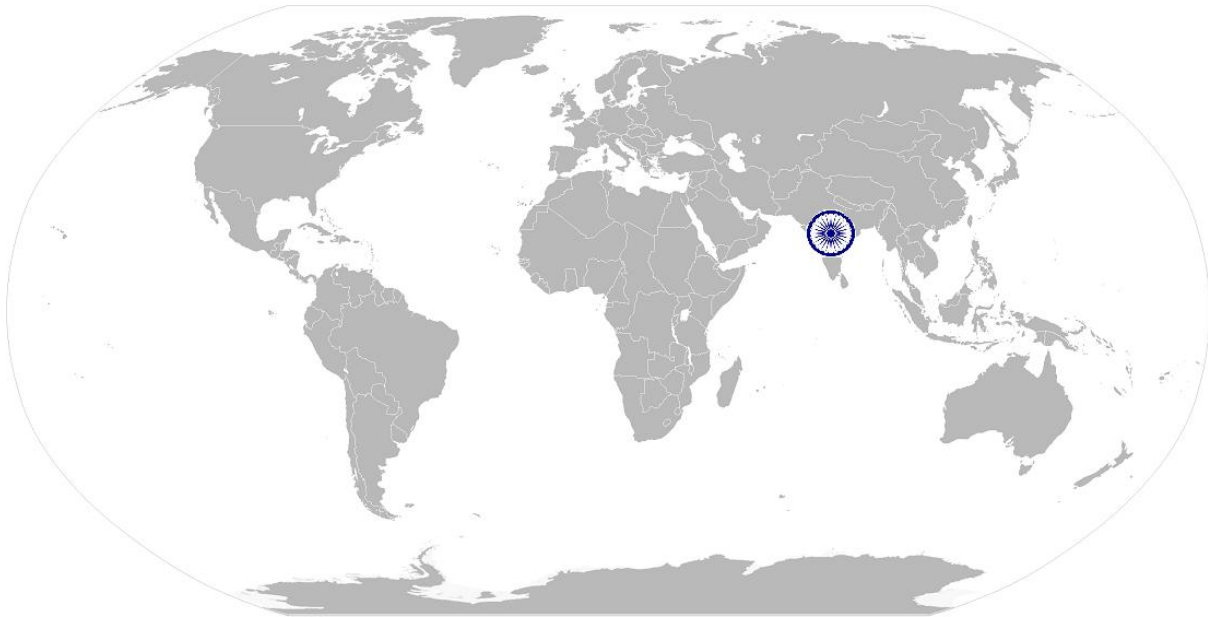
SSC/N9002
NOS Version Control

Work effectively with colleagues

NOS Code	SSC/N9002		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003

Maintain a healthy, safe and secure working environment

Applicable NOS Unit

Unit Code	SSC/N9003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> illness accidents fires other reasons to evacuate the premises breaches of security
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>

SSC/N9003

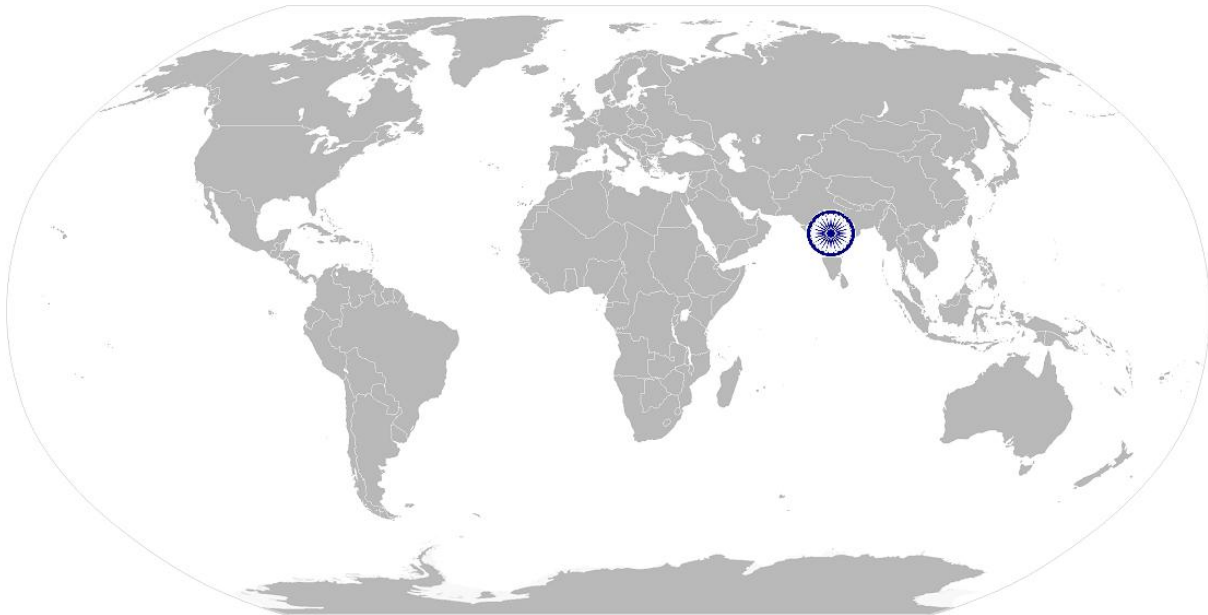
Maintain a healthy, safe and secure working environment

B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	<p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to meet health, safety and security requirements</p>
	CustomerCentricity
	<p>You need to know and understand how to:</p> <p>SB3. build and maintain positive and effective relationships with colleagues and customers</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB4. apply problem solving approaches in different situations</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p>
	Critical Thinking
	<p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>

SSC/N9003

Maintain a healthy, safe and secure working environment

	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role

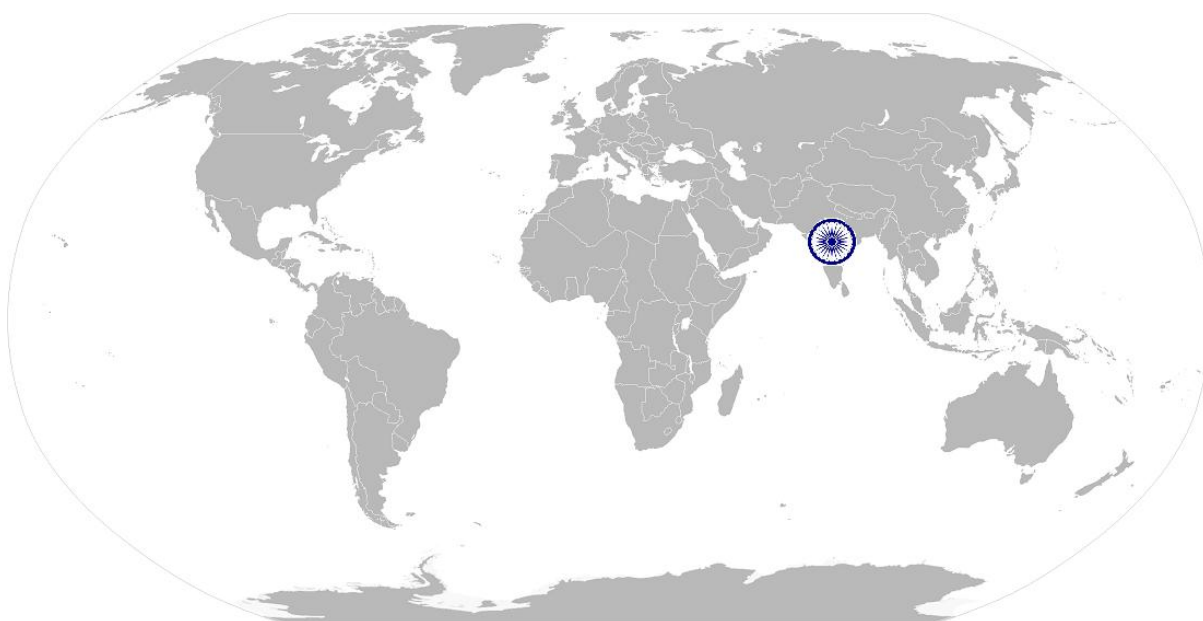


SSC/N9003 Maintain a healthy, safe and secure working environment
NOS Version Control

NOS Code	SSC/N9003		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about providing specified data/information related to your work in templates or other standard formats

SSC/N9004

Provide data/information in standard formats

Applicable NOS Unit

Unit Code	SSC/N9004
Unit Title (Task)	Provide data/information in standard formats
Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager members of your own work group people in other work groups in your organization subject matter experts <p>Data/information:</p> <ul style="list-style-type: none"> quantitative qualitative <p>Sources:</p> <ul style="list-style-type: none"> within your organization outside your organization <p>Formats:</p> <ul style="list-style-type: none"> paper-based electronic
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it</p> <p>PC2. obtain the data/information from reliable sources</p> <p>PC3. check that the data/information is accurate, complete and up-to-date</p> <p>PC4. obtain advice or guidance from appropriate people where there are problems with the data/information</p> <p>PC5. carry out rule-based analysis of the data/information, if required</p> <p>PC6. insert the data/information into the agreed formats</p> <p>PC7. check the accuracy of your work, involving colleagues where required</p> <p>PC8. report any unresolved anomalies in the data/information to appropriate people</p> <p>PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for providing data/information</p>

SSC/N9004

Provide data/information in standard formats

(Knowledge of the company/ organization and its processes)	<p>in standard formats and your role and responsibilities in relation to this</p> <p>KA2. the knowledge management culture of your organization</p> <p>KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these</p> <p>KA4. the importance of validating data/information before use and how to do this</p> <p>KA5. procedures for updating data in appropriate formats and with proper validation</p> <p>KA6. the purpose of the CRM database</p> <p>KA7. how to use the CRM database to record and extract information</p> <p>KA8. the importance of having your data/information reviewed by others</p> <p>KA9. the scope of any data/information requirements including the level of detail required</p> <p>KA10. the importance of keeping within the scope of work and adhering to timescales</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. data/information you may need to provide including the sources and how to do this</p> <p>KB2. templates and formats used for data/information including their purpose and how to use these</p> <p>KB3. different techniques used to obtain data/information and how to apply</p> <p>KB4. these</p> <p>KB5. how to carry out rule-based analysis on the data/information</p> <p>KB6. typical anomalies that may occur in data/information</p> <p>KB7. who to go to in the event of inaccurate data/information and how to report this</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. follow rule-based decision-making processes</p> <p>SB2. make a decision on a suitable course of action</p>
	Plan and Organize

SSC/N9004

Provide data/information in standard formats

	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	CustomerCentricity
	You need to know and understand how to: SB4. check that your own work meets customer requirements SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to: SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to: SB8. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB9. check your work is complete and free from errors SB10. get your work checked by peers
	Team Working
	You need to know and understand how to: SB11. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. validate and update data SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. share information using standard formats and templates SC6. keep up to date with changes, procedures and practices in your role

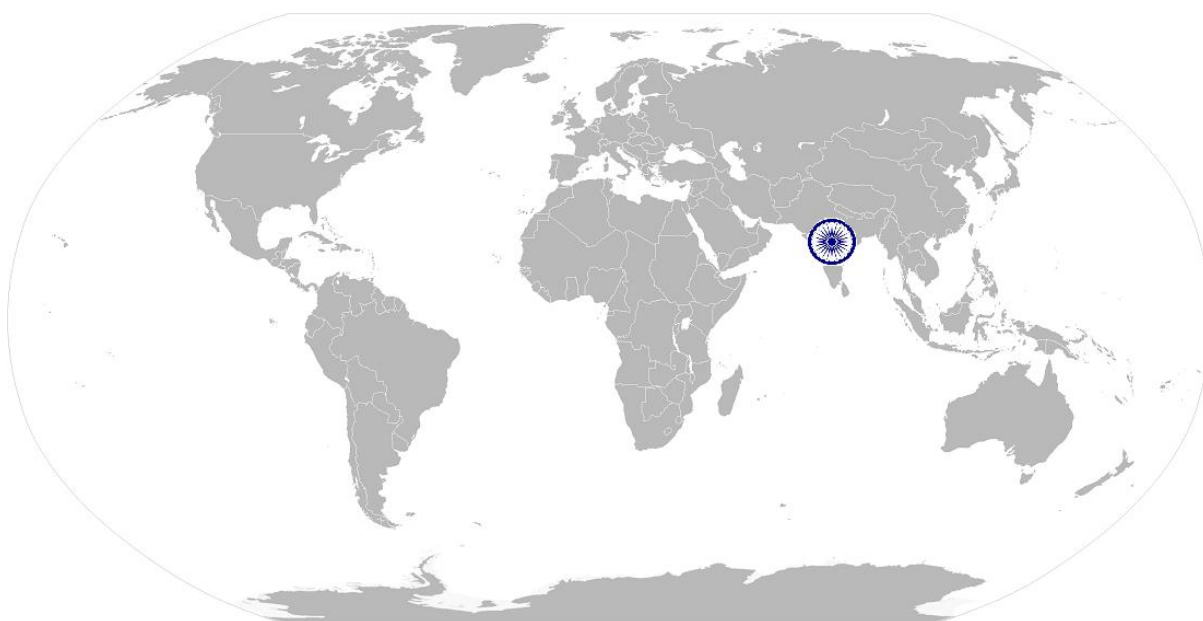
SSC/N9004
NOS Version Control

Provide data/information in standard formats

NOS Code	SSC/N9004		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



National Occupational Standard



Overview

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

SSC/N9005

Develop your knowledge, skills and competence

Applicable NOS Unit

Unit Code	SSC/N9005
Unit Title (Task)	Develop your knowledge, skills and competence
Description	<p>This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.</p> <p><i>Competence</i> is defined as: the application of knowledge and skills to perform to the standards required.</p>
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people may be:</p> <ul style="list-style-type: none"> • line manager • human resources specialists • learning and development specialists • peers <p>Job role:</p> <ul style="list-style-type: none"> • current responsibilities as defined in your job description • possible future responsibilities <p>Learning and development activities:</p> <ul style="list-style-type: none"> • formal education and training programs, leading to certification • non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification <p>Appropriate action may be:</p> <ul style="list-style-type: none"> • undertaking further learning and development activities • finding further opportunities to apply your knowledge and skills
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence</p> <p>PC2. identify accurately the knowledge and skills you need for your job role</p> <p>PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs</p> <p>PC4. agree with appropriate people a plan of learning and development activities to address your learning needs</p> <p>PC5. undertake learning and development activities in line with your plan</p> <p>PC6. apply your new knowledge and skills in the workplace, under supervision</p> <p>PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them</p> <p>PC8. review your knowledge, skills and competence regularly and take appropriate</p>

SSC/N9005

Develop your knowledge, skills and competence

action	
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this</p> <p>KA2. the importance of developing your knowledge, skills and competence to you and your organization</p> <p>KA3. different methods used by your organization to review skills and knowledge including:</p> <ul style="list-style-type: none"> • training need analysis • skills need analysis • performance appraisals <p>KA4. how to review your knowledge and skills against your job role using different methods and analysis</p> <p>KA5. different types of learning and development activities available for your job role and how to access these</p> <p>KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities</p> <p>KA7. different types of support available to help you plan and undertake learning and development activities and how to access these</p> <p>KA8. why it is important to maintain records of your learning and development</p> <p>KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence</p> <p>KA10. how to use feedback to develop in your job role</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. the knowledge and skills required in your job role</p> <p>KB2. your current learning and development needs in relation to your job role</p> <p>KB3. different types of learning styles and methods including those that help you learn best</p> <p>KB4. the importance of taking responsibility for your own learning and development</p> <p>KB5. to the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples.</p> <p>KB6. how to explore sample problems and apply solutions</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. communicate with colleagues in writing</p>
	Reading Skills

SSC/N9005

Develop your knowledge, skills and competence

	You need to know and understand how to: SA2. read instructions, guidelines and procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. ask for clarification and advice from line managers
B. Professional Skills	Decision Making
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	CustomerCentricity
	You need to know and understand how to: SB3. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB4. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to: SB5. analyze data and activities
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively SC2. agree objectives and work requirements SC3. keep up to date with changes, procedures and practices in your role

SSC/N9005
NOS Version Control

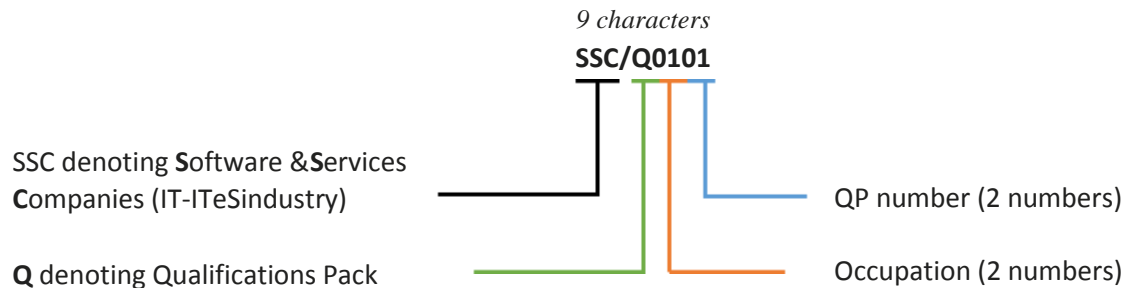
Develop your knowledge, skills and competence

NOS Code	SSC/N9005		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016

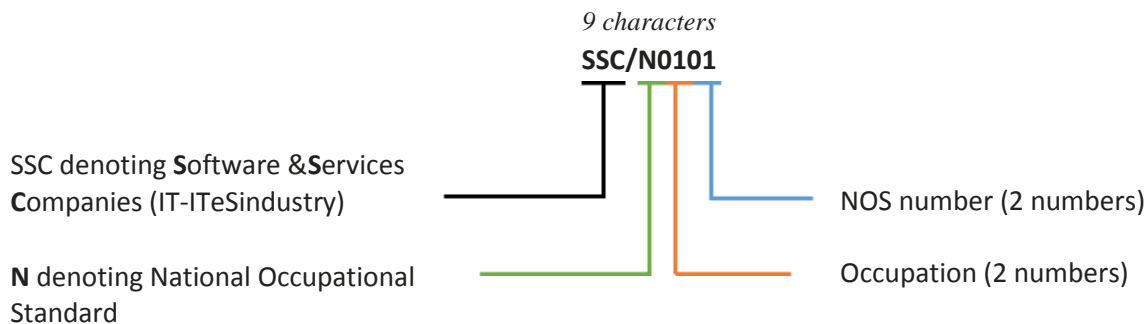


Nomenclature for QP and NOS Units

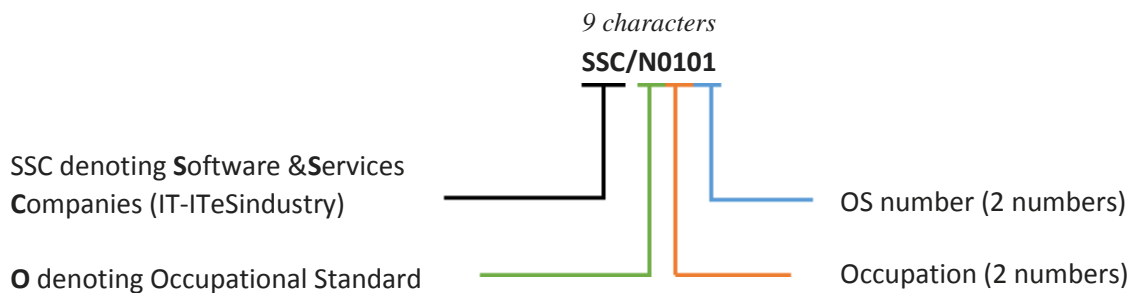
Qualifications Pack



National Occupational Standard



Occupational Standard



It is important to note that an OS unit can be denoted with either an 'O' or an 'N'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/**O**0101.
- If an OS unit denotes 'N', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting 'N' is SSC/**N**0101

Nomenclature for QP and NOS Units

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

Sub-Sector	Range of Occupation numbers
IT Service(ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D(ERD)	41-60
Software Products(SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software&Service Companies)	SSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Criteria for assessment of Trainees

Job Role	Associate - SCM
Qualification Pack	SSC/Q3001
Sector Skill Council	IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

				Marks Allocation	
Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Theory	Skills Practical
1.SSC/N2301 (Maintain vendor accounts)	PC1. check systems to verify whether master records of vendors already exist	100	15	0	15
	PC2. obtain required data/information from appropriate sources to set up and update vendor accounts		15	5	10
	PC3. clarify any issues with the data/information either from the procurement team or directly with vendors, as required		15	5	10
	PC4. set up and update vendor accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		25	10	15
	PC5. obtain confirmation from vendors that the details held in their master records are correct		10	5	5
	PC6. obtain advice and guidance from appropriate people, where required		10	0	10
	PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining		10	0	10
	Total		100	25	75
2.SSC/N3101 (Maintain master data records for supply chain)	PC1. check systems to verify whether master data records already exist	100	5	0	5

Criteria for assessment of Trainees

management)					
	PC2. obtain required data/information from appropriate sources to set up and update master data records		5	0	5
	PC3. set up and update master data records, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		25	10	15
	PC4. identify gaps in master data records and resolve these with appropriate people		15	5	10
	PC5. identify issues with the master data records and clarify these with appropriate people		15	5	10
	PC6. obtain confirmation from appropriate people that the details held in master data records are correct		10	0	10
	PC7. monitor inventory levels and take action as needed in line with guidelines and procedures		15	5	10
	PC8. obtain advice and guidance from appropriate people, where required		5	0	5
	PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining master data records		5	0	5
		Total	100	25	75
3.SSC/N3102 (Contribute to procurement processes)	PC1. obtain data/information required for contracting with vendors and make this available to appropriate people in standard formats		5	0	5
	PC2. identify any issues with orders for supplies and clarify these issues with those ordering the supplies or appropriate people		5	0	5
	PC3. create purchase orders for supplies, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		25	10	15
	PC4. liaise with vendors to expedite the delivery of supplies ordered		15	5	10
	PC5. verify the receipt and quality of supplies with those ordering the supplies		15	5	10
	PC6. update the catalog database with the supplies, following your organization's procedures, guidelines and client-specific SLAs		10	0	10
	PC7. respond to queries from those ordering the supplies and vendors in line with SLAs		15	5	10
	PC8. obtain advice and guidance from appropriate people, where required		5	0	5
	PC9. comply with your organization's policies,		5	0	5
		100			

Criteria for assessment of Trainees

	procedures, guidelines and client-specific SLAs when supporting outsourced procurement processes				
		Total	100	25	75
4. SSC/N3103 (Provide analytical support for supply chain management)	PC1. establish your role and responsibilities in providing analytical support for supply chain management	100	5	0	5
	PC2. monitor systems to identify potential and actual stock-outs and other significant issues		15	5	10
	PC3. undertake basic analysis to identify root causes of stock-outs and other significant issues		25	10	15
	PC4. report potential and actual stock-outs and other significant issues promptly to appropriate people, with a justifiable explanation of root causes, where required		15	5	10
	PC5. create periodic management information reports in standard formats		15	5	10
	PC6. review reports with appropriate people and incorporate their inputs		5	0	5
	PC7. respond to ad hoc requests for management information from appropriate people, in line with service level agreements (SLAs)		10	5	5
	PC8. obtain advice and guidance from appropriate people, where required		5	0	5
	PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when contributing to procurement processes		5	0	5
		Total	100	30	70
5.SSC/N3104 (Fulfill customer orders)	PC1. verify customer details and order requirements with sales teams or directly with customers, as required	100	10	5	5
	PC2. create customer orders using standard tools and operating procedures		15	5	10
	PC3. check inventory for availability of customer orders		15	5	10
	PC4. inform customers when they can expect receipt of their orders, estimating the length of any delay		15	5	10
	PC5. monitor dispatch, transportation and delivery of customer orders to identify any problems or delays		15	5	10
	PC6. liaise with vendors, warehousing and carriers to expedite delivery of orders, as required		10	0	10
	PC7. confirm with customers that they have		10	5	5

Criteria for assessment of Trainees

	received their orders to their satisfaction and record their feedback using standard tools and operating procedures				
	PC8. obtain advice and guidance from appropriate people, where required		5	0	5
	PC9. comply with your organization's policies, procedures, guidelines and client-specific service level agreements (SLAs) when contributing to procurement processes		5	0	5
		Total	100	30	70
6.SSC/N0703 (Create documents for knowledge sharing)	PC1. establish with appropriate people the purpose, scope, formats and target audience for the documents	100	5	5	0
	PC2. access existing documents, language standards, templates and documentation tools from your organization's knowledge base		15	0	15
	PC3. liaise with appropriate people to obtain and verify the information required for the documents		5	5	0
	PC4. confirm the content and structure of the documents with appropriate people		10	0	10
	PC5. create documents using standard templates and agreed language standards		25	0	25
	PC6. review documents with appropriate people and incorporate their inputs		10	0	10
	PC7. submit documents for approval by appropriate people		5	5	0
	PC8. publish documents in agreed formats		5	5	0
	PC9. update your organization's knowledge base with the documents		5	5	0
	PC10. comply with your organization's policies, procedures and guidelines when creating documents for knowledge sharing		15	0	15
		Total	100	25	75
7.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	100	6.25	0	6.25
	PC2. keep your immediate work area clean and tidy		12.5	6.25	6.25
	PC3. utilize your time effectively		12.5	6.25	6.25
	PC4. use resources correctly and efficiently		18.75	6.25	12.5
	PC5. treat confidential information correctly		6.25	0	6.25
	PC6. work in line with your organization's policies and procedures		12.5	0	12.5
	PC7. work within the limits of your job role		6.25	0	6.25
	PC8. obtain guidance from appropriate people, where necessary		6.25	0	6.25
	PC9. ensure your work meets the agreed		18.75	6.25	12.5

Criteria for assessment of Trainees

	requirements				
		Total	100	25	75
8.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	100	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have made to colleagues		10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
		Total	100	20	80
9.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	100	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		10	0	10
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		10	0	10
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
10.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	100	12.5	12.5	0
	PC2. obtain the data/information from reliable sources		12.5	0	12.5

Criteria for assessment of Trainees

	PC3. check that the data/information is accurate, complete and up-to-date		12.5	6.25	6.25
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		6.25	0	6.25
	PC5. carry out rule-based analysis of the data/information, if required		25	0	25
	PC6. insert the data/information into the agreed formats		12.5	0	12.5
	PC7. check the accuracy of your work, involving colleagues where required		6.25	0	6.25
	PC8. report any unresolved anomalies in the data/information to appropriate people		6.25	6.25	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6.25	0	6.25
		Total	100	25	75
11.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	100	10	0	10
	PC2. identify accurately the knowledge and skills you need for your job role		10	0	10
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		20	10	10
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		10	0	10
	PC5. undertake learning and development activities in line with your plan		20	10	10
	PC6. apply your new knowledge and skills in the workplace, under supervision		10	0	10
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		10	0	10
	PC8. review your knowledge, skills and competence regularly and take appropriate action		10	0	10
		Total	100	20	80