

Model Curriculum

Quality Assurance Manager

SECTOR: FOOD PROCESSING

SUB-SECTOR: FRUIT & VEGETABLE, FOOD GRAIN MILLING (INCLUDING OILSEEDS), DAIRY PRODUCTS, MEAT & POULTRY, FISH & SEAFOOD, BREAD & BAKERY, ALCOHOLIC BEVERAGES, AERATED WATER/ SOFT DRINKS, SOYA FOOD, PACKAGED FOOD

OCCUPATION: QUALITY ASSURANCE

REF ID: FIC/Q7602, V1.0

NSQF LEVEL: 6



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

FOOD INDUSTRY CAPACITY AND SKILL INITIATIVE (FICSI)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Quality Assurance Manager'**
QP No. **'FIC/Q7602, Version 1.0, NSQF Level 6'**

Date of Issuance: November 26, 2015

Valid up to: March 30, 2019

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


Authorized Signatory
(Food Industry Capacity and Skill Initiative)

TABLE OF CONTENTS

1. Curriculum	<u>01</u>
2. Trainer Prerequisites	<u>09</u>
3. Annexure: Assessment Criteria	<u>10</u>

Quality Assurance Manager

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Quality Assurance Manager”, in the “Food Processing” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Quality Assurance Manager		
Qualification Pack Name & Reference ID. ID	FIC/Q7602, v1.0		
Version No.	1.0	Version Update Date	31/03/2022
Pre-requisites to Training	Master’s degree in science with 8-10 years’ of experience in QC/QA of a food processing unit		
Training Outcomes	After completing this programme, participants will be able to: <ul style="list-style-type: none"> • Implement and ensure that food products produced meet standards set by both the organisation and regulatory authorities • Develop and review quality and safety policies and manage audits • Oversee manufacturing and production processes. 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Quality Assurance Manager” Qualification Pack issued by “Food Industry Capacity and Skill Initiative”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction to the training program Theory Duration (hh:mm) 01:30 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Introduce each other and build rapport with fellow participants and the trainer. 	White board/Chart papers, marker
2	Overview of the “Quality Assurance Manager” Role Theory Duration (hh:mm) 01:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code	<ul style="list-style-type: none"> Understanding the roles and responsibilities of QA manager Awareness of the nature and availability of job opportunities 	Laptop/computer white board, marker, projector, chart papers
3	Introduction to the Food Processing Industry Theory Duration (hh:mm) 01:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code	<ul style="list-style-type: none"> Define food processing List the various sub-sectors of food processing industry 	Laptop, white/black board, marker, chart papers, projector ,Trainer’s guide, Student manual
4	Introduction to the Quality Control and Assurance Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm)	<ul style="list-style-type: none"> List the terminology used in the quality analysis process State various methods to ensure quality of product State the processes to oversee for ensuring that the final product meets the quality standards Understand what are quality policies of an organization and follow them 	Laptop, white/black board, marker, chart papers, projector, trainer’s guide, student handbook

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	30:00 Corresponding NOS Code		
6	Organizational standards and norms Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code	<ul style="list-style-type: none"> State the roles and responsibilities of Quality Assurance Manager State how to conduct yourself at the workplace State the personal hygiene and sanitation guidelines State the food safety hygiene standards followed Describe the organisation standards, process standards and procedures followed. Describe the provision of wages, and accident compensation as per organisation policy. Describe the internal processes like procurement, store management, inventory management, and key contact points for query resolution. Dispose waste materials as per organisation standards. State the code of business conduct. Describe the dress code to be followed. State the types of raw materials, packaging materials used and finished products processed in the organisation 	Laptop, white board, marker, chart papers, projector, trainer's guide and student handbook, protective gloves, head caps, aprons, safety goggles, safety boots, mouth masks, sanitizer, safety manual
7	Lead quality function in food processing units Theory Duration (hh:mm) 09:00 Practical Duration (hh:mm) 09:00 Corresponding NOS Code FIC/N7606	<ul style="list-style-type: none"> Develop operational plans for the quality department that is consistent with the objectives and goals of organisation Develop operational plan that is flexible and complements quality from incoming materials, production of products, outgoing finished products, storage and distribution, and until the products reach the consumer Develop operational plan for managing environmental issues Setting demanding but achievable objectives and targets for quality function and assign responsibilities to all employees of quality team Implement plan, evaluate periodically, analyze and recommend changes Monitor and control the operational plan to achieve its overall objectives 	Laptop, white/black board, marker, chart papers, projector, trainer's guide, student handbook, quality manual, quality policy

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Design new work processes, procedures, systems, structures and roles for the changes implemented in the organisation, quality system, and legal regulations • Review and ensure implemented changes are effective and meets the requirements of the organisation • Communicate clearly and enthusiastically the organisation vision and values, make employees understand and commit their energy and expertise to achieve organisation goals • Understand the organisation and employees, develop a leadership style and apply them appropriately to achieve department targets and organisation goals • Communicate with employees regularly and effectively, help them identify their strengths, support to overcome their weakness, listen to their grievances and provide appropriate solutions, and win their trust and support • Motivate and support employees to achieve their work and development objectives, and provide recognition when they are successful • Encourage employees to take responsibilities, to take own decisions within agreed boundaries, to take lead in their own areas of expertise for their development • Initiate personnel actions, such as promotions, transfers, discharges or disciplinary measures • Lead quality department and team successfully through difficulties and challenges • Consult with employees of quality department and evaluate the past, present and future trends and prepare realistic budget for functioning of quality department and for achieving quality in the organisation and producing quality products • Submit the proposed budget to the management for approval, discuss and, if required, negotiate the proposed budget to secure required fun 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Propose revision of the budget, in case of any unforeseen development, discuss with the management to agree with the revisions Identify and delegate budget control responsibilities to the team with clearly defined activities, establish systems to monitor and evaluate actual expenditure against budget Identify the causes of any significant variances in budget control, discuss with team and ensure prompt corrective action is taken Encourage team to think and identify ways of reducing expenditure, analyse and pursue the suggested ideas Review the financial performance of quality department periodically and identify improvements for the future 	
8	<p>Manage quality in food processing units</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 13:00</p> <p>Corresponding NOS Code FIC/N7607</p>	<ul style="list-style-type: none"> Evaluate road map and budget for quality function Evaluate the company quality philosophy Analyze quality performance and measure against internal and external standards Evaluate monthly summaries of quality issues for presentation to the senior management team Analyze quality assurance activities and keep senior management informed of significant developments Learn organization's various key decision making processes like cost reviews and its approval, identification, review and approvals of efficient contract manufactures etc Understand organisation's profit making strategies by providing cost effective solution like developing new suppliers, ingredients, new method of packaging and identifying cost reduction opportunities in existing materials Learn and implement food quality and safety regulatory requirements like FSSAI Learn and implement procedure, standards and specifications to meet quality goals of the organisation 	Laptop, white/black board, marker, chart papers, projector, trainer's guide, student handbook, quality manual, quality policy

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Learn, develop and review standards on environmental requirements, health and safety policies • Learn how to interact with marketing and sales departments to understand client requirements and expectations, analyze if they are met through present quality system and improve the existing system, if required • Monitor performance of the quality management system, produce data and report on performance, analyze statistical data to determine present standards, if required, make suggestions for changes and improvements and methods to implement them • Learn and apply company's quality program like implementation of ISO, HACCP systems and procedures • Train employees for a quality audit process for obtaining accreditation, certifications to a standard or a mark of quality • Review and evaluate key performance indicators • Support new projects for validation, liaison with government agencies to ensure statutory and regulatory compliances • Support R&D, marketing, packaging team in new concept development, review of formulation and applicable product/package regulatory requirements • Analyze ways to reduce waste and increase efficiency • Develop and implement effective consumer/customer communication and feedback system to ensure the communication down the line, and minimizing the customer complaints • Compile quality control reports, create statistical process control metrics, manage non-conformity discrepancy reports, and recommend continuous improvement activities • Analyze food products produced meet the organisation standards, national and international regulations 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Analyze routine sampling, testing and inspection of raw materials, packing materials, production on-line samples, and finished products to achieve product quality • Analyze appropriate calibration of testing equipment • Ensure all legal licenses are renewed and up-to-date • Demonstrate carrying out audits to identify areas of weakness within organization system, document audit findings and recommend ways to improve them • Manage audits by third-party • Analyze and understand consumer complaints on product, identify reasons, and implement control and preventive measure • Carry out assessments on cross functions, share findings with respective department managers, advise and guide them on implementing quality procedures in their areas of function • Monitor performance by gathering relevant data and producing statistical reports • Monitor production processes to ensure production of products with consistent quality standards established by the organisation and government • Monitor production processes, process layouts, process sequences to obtain quality products through processes • Direct personnel, workers engaged in inspection and testing activities to ensure continuous control over raw materials, production process, packaging, finished products, facilities, storage, distribution and sale • Monitor and rate performance of employees in quality department, identify skill gap and areas of improvement and recommend and nominate in suitable training program • Organize training and awareness programs and ensure employees are up-to date on quality systems and requirement 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Provide or organize training on organisation standards, legal regulations on food (FSSAI), testing procedures, production, effect of process parameters on production process and product quality, basic microbiology, health and safety, hygiene practices, Good Manufacturing Practices 	
9	<p>Manage audit and implement health and safety system</p> <p>Theory Duration (hh:mm) 09:00</p> <p>Practical Duration (hh:mm) 09:00</p> <p>Corresponding NOS Code FIC/N7608</p>	<ul style="list-style-type: none"> Establish to the quality team the importance of documentation, providing training on documentation system, and ensure all quality documents are maintained systematically Ensure all relevant records and documents are complete, up-to-date and accessible Ensure corrective actions agreed in previous audits have been implemented, and recommendations have been considered and acted upon Manage third party audit by providing the auditor with access to all relevant information, records and documentation Discuss with the auditor the results of the audit and agree appropriate corrective actions to any non-conformances identified and the date by which the actions would be completed Ensure agreed corrective actions are carried out by agreed dates Carry out quality audits across cross functions in the organisation, at suppliers, distributors and market to ensure quality standards are maintained throughout the system Perform audits by establishing clearly the scope of the audit, the responsibilities of the auditees, the quality procedures that apply to their work, previous audit history and expectations to maintain quality, encourage to co-operate fully, and carry out audit to reveal any deviations from relevant quality procedures Share with the auditees the results of the audit and agree appropriate corrective actions for any non-conformances and the date by which the actions should be carried 	Laptop, white/black board, marker, chart papers, projector, trainer's guide, student handbook, quality manual, quality policy, audit documents

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>out, and check if corrective actions have been carried out by agreed dates</p> <ul style="list-style-type: none"> • Identify and analyze any problems related to process and quality procedures, report findings and recommendations to management for immediate action • Maintain complete records of quality audits for management review and future reference • Establish organization's responsibilities for health and safety regulations and ensure there is a written health and safety policy applicable for all employees PC13. ensure health and safety policy and procedures are clearly communicated to all employees of the organisation • Ensure health and safety to be a priority while planning organisation standards • Implement system for identifying hazards and assessing risks in processing food products, and set procedures to control and prevent them • Implement system for gmp, haccp, fifo/fefo, product recall etc • Organize training to the employees on food safety, hygiene and sanitation for effective implementation of the systems • Implement food and safety procedures in all areas of function to ensure food safety and hygiene system is followed from procurement of raw material, production of product, packaging, storage, distribution and until the product reaching the consumer • Ensure health and safety policy is practiced across the organisation, effectively monitored, reviewed and revised at regular intervals to meet the changes in national and international regulations • Ensure systems are in place for effective monitoring, measuring and reporting the performance of health and safety system • Conduct unannounced audits in all functions of the organisation to 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		ensure health and safety procedures are being followed	
12	Field Visits Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code	<ul style="list-style-type: none"> Observe the location, layout and safety aspects of food processing Observe the storage facilities for raw materials and finished products Observe the various machineries used in process Observe the various machineries used in process Observe the cleaning methods and processes followed to maintain the process machineries and tools Observe the raw materials used and their storage procedures Observe the packaging and storage processes of raw material and finished product Observe the post-production cleaning and maintenance process followed in the industry 	All the tools and equipment listed above must be available at the site of field visit
13	Revision Theory Duration (hh:mm) 01:00 Practical Duration (hh:mm) 01:00 Corresponding NOS Code	<ul style="list-style-type: none"> Revised the knowledge gained so far 	All the tools and equipment listed above must be available at the time of revision
14	Evaluation Theory Duration (hh:mm) 06:00 Practical Duration (hh:mm) 18:00 Corresponding NOS Code	<ul style="list-style-type: none"> Assess the knowledge and skills acquired by the participants 	All the tools and equipment listed above must be available for evaluation
15	On-the-job Training Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 24:00	<ul style="list-style-type: none"> Apply the skills and knowledge acquired in the training program in the field 	All the tools and equipment listed above must be available on the site at the time of OJT

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code		
	Total Duration 240:00 Theory Duration 79:00 Practical Duration 161:00	Unique Equipment Required: Laptop, white/black board, marker, chart papers, projector, trainer's guide, student handbook, quality manual, quality policy, audit documents	

Grand Total Course Duration: **240Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by SSC: Food Industry Capacity and Skill Initiative)

Trainer Prerequisites for Job role: “Quality Assurance Manager” mapped to Qualification Pack: “FIC/Q7602, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “FIC/Q7602”, Version 1.0
2	Personal Attributes	An aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training, and pre/post work to ensure competent, employable candidates at the end of the training. Strong communication skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned fields.
3	Minimum Educational Qualifications	<ul style="list-style-type: none"> B.Sc/B.Tech/BE in Food Process Engineering/ Food Safety and Quality Management in Food Process Engineering with 5-6 years of hand on experience in QA of a food Processing Industry or M.Sc/M.Tech/ME or in Food Process Engineering/ Food Safety and Quality Management in Food Safety/Food Process Engineering with 3-4- years of hand on experience in QA of a food Processing Industry
4a	Domain Certification	Certified for Job Role: “Quality Assurance Manager” mapped to QP: “FIC/Q7602, v1.0”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted SCORE IS 80 % as per FICSI guidelines.
5	Experience	<ul style="list-style-type: none"> B.Sc/B.Tech/BE in Food Process Engineering/ Food Safety and Quality Management in Food Process Engineering with 5-6 years of hand on experience in QA of a food Processing Industry or M.Sc/M.Tech/ME or in Food Process Engineering/ Food Safety and Quality Management in Food Safety/Food Process Engineering with 3-4- years of hand on experience in QA of a food Processing Industry

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Quality Assurance Manager
Qualification Pack	FIC/Q7602 v1.0
Sector Skill Council	Food Processing

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre(as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% (overall) in every QP
6	The marks are allocated PC wise; however, every NOS will carry a weight age in the total marks allocated to the specific QP

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
1. FIC/N7606: Lead quality function in food processing units	PC.1 develop operational plans for the quality department that is consistent with the objectives and goals of organisation	100	5	2	3
	PC2. develop operational plan that is flexible and complements quality from incoming materials, production of products, outgoing finished products, storage and distribution, and until products reach consumer		5	2	3
	PC3. develop operational plan for managing environmental issues		5	2	3
	PC4. set demanding but achievable objectives and targets for quality function and assign responsibilities to all employees of quality team		5	1	4
	PC5. implement plan, evaluate periodically, analyze and recommend changes		5	1	4
	PC6. monitor and control the operational plan to achieve its overall objectives		5	2	3
	PC7. design new work processes, procedures, systems, structures and roles for the changes implemented in the organisation, quality system, and legal regulations		5	2	3
	PC8. review and ensure implemented changes are effective and meets the requirements of the organisation		5	2	3
	PC9. communicate clearly and enthusiastically the organisation vision and values, make employees understand and commit their energy and expertise to achieve organisation goals		5	2	3
	PC10. understand the organisation and employees, develop a leadership style and apply them appropriately to achieve department targets and organisation goals		5	2	3
	PC11. communicate with employees regularly and effectively, help them identify their strengths, support to overcome their weakness, listen to their grievances and provide appropriate solutions, and win their trust and support		5	2	3
	PC12. motivate and support employees to achieve their work and development objectives, and provide recognition when they are successful		5	2	3
	PC13. encourage employees to take		5	2	3

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	responsibilities, to take own decisions within agreed boundaries, to take lead in their own areas of expertise for their development				
	PC14. initiate personnel actions, such as promotions, transfers, discharges or disciplinary measures		5	2	3
	PC15. lead quality department and team successfully through difficulties and challenges		5	2	3
	PC16. consult with employees of quality department and evaluate the past, present and future trends and prepare realistic budget for functioning of quality department		4	1	3
	PC17. submit the proposed budget to the management for approval, discuss and, if required, negotiate the proposed budget to secure required fund		4	1	3
	PC18. propose revision of the budget, in case of any unforeseen development, discuss with the management to agree with the revisions		4	1	3
	PC19. identify and delegate budget control responsibilities to the team with clearly defined activities, establish systems to monitor and evaluate actual expenditure against budget		4	1	3
	PC20. identify the causes of any significant variances in budget control, discuss with team and ensure prompt corrective action is taken		3	1	2
	PC21. encourage team to think and identify ways of reducing expenditure, analyze and pursue the suggested ideas		3	1	2
	PC22. review the financial performance of quality department periodically and identify improvements for the future		3	1	2
			100	35	65
2. FIC/N7607: Manage quality in food processing units	PC1. establish objective/road map and budget for quality function	100	2	0.5	1.5
	PC2. communicate and share the company quality philosophy to key personnel in the organisation		3	1	2
	PC3. analyze quality performance and measure against internal and external standards		3	1	2

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC4. prepare monthly summaries of quality issues for presentation to the senior management team		3	2	1
	PC5. keep senior management informed of significant developments in quality assurance activities		2	0.5	1.5
	PC6. support organization's various key decision making processes like cost reviews and its approval, identification, review and approvals of efficient contract manufactures etc.		3	1	2
	PC7. support organisation profit making strategies by providing cost effective solution like developing new suppliers, ingredients, new method of packaging and identifying cost reduction opportunities in existing materials		3	2	1
	PC8. implement food quality and safety regulatory requirements like fssai		3	2	1
	PC9. implement procedure, standards and specifications to meet quality goals of the organisation		3	1	2
	PC10. develop and review standards on environmental requirements, health and safety policies		3	1	2
	PC11. interact with marketing and sales departments to understand client requirements and expectations, analyze if they are met through present quality system and improve the existing system, if required		3	1	2
	PC12. monitor performance of the quality management system, produce data and report on performance, analyze statistical data to determine present standards, if required, make suggestions for changes and improvements and methods to implement them		3	1	2
	PC13. direct and coordinate company's quality program like implementation of iso, haccp systems and procedures		3	1	2
	PC14. prepare employees for a quality audit process for obtaining accreditation, certifications to a standard or a mark of quality		3	1	2
	PC15. establish, review and evaluate key performance indicators		3	1	2
	PC16. support new projects for validation, liaison with government agencies to		3	1	2

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	ensure statutory and regulatory compliances				
	PC17. support r&d, marketing, packaging team in new concept development, review of formulation and applicable product/package regulatory requirements		3	1	2
	PC18. analyze ways to reduce waste and increase efficiency		3	1	2
	PC19. develop and implement effective consumer/customer communication and feedback system to ensure the communication down the line, and minimizing the customer complaints		3	1	2
	PC20. compile quality control reports, create statistical process control metrics, manage non-conformity discrepancy reports, and recommend continuous improvement activities		3	1	2
	PC21. ensure food products produced meet the organisation standards, national and international regulations		3	1	2
	PC22. ensure routine sampling, testing and inspection of raw materials, packing materials, production on-line samples, and finished products to achieve product quality		2	0.5	1.5
	PC23. ensure appropriate calibration of testing equipments		2	0.5	1.5
	PC24. ensure all legal licenses are renewed and up-to-date		2	0.5	1.5
	PC25. carry out audits to identify areas of weakness within organization system, document audit findings and recommend ways to improve them		3	1	2
	PC26. manage audits by third-party		3	1	2
	PC27. analyze and understand consumer complaints on product, identify reasons, and implement control and preventive measure		3	1	2
	PC28. carry out assessments on cross functions, share findings with respective department managers, advise and guide them on implementing quality procedures in their areas of function		2	0.5	1.5
	PC29. monitor performance by gathering relevant data and producing statistical reports and perform checks based on the housekeeping checklist		8	2	6

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC30. oversee production processes to ensure production of products with consistent quality standards established by the organisation and government		3	1	2
	PC31. monitor production processes, process layouts, process sequences to obtain quality products through processes		3	1	2
	PC32. direct personnel, workers engaged in inspection and testing activities to ensure continuous control over raw materials, production process, packaging, finished products, facilities, storage, distribution and sale		3	1	2
	PC33. encourage employees of quality department to take personal responsibility for achieving quality standards and to address or report critical issues		2	1.5	0.5
	PC34. monitor and rate performance of employees in quality department, identify skill gap and areas of improvement and recommend and nominate in suitable training program		3	1	2
	PC35. organize training and awareness programs and ensure employees are up-to-date on quality systems and requirements		2	0.5	1.5
	PC36. provide or organize training on organisation standards, legal regulations on food (fssai), testing procedures, production, effect of process parameters on production process and product quality, basic microbiology, health and safety, hygiene practices, good manufacturing practices (gmp) etc.		3	1	2
			100	35	65
3. FIC/N7608: Manage audit and implement health and safety system	PC1. establish to the quality team the importance of documentation, provide training on documentation system, and ensure all quality documents are maintained systematically	100	2	0.5	1.5
	PC2. ensure all relevant records and documents are complete, up-to-date and accessible		5	2	3
	PC3. ensure corrective actions agreed in previous audits have been implemented, and recommendations		5	2	3

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	have been considered and acted upon truck/warehouse/storage area following sop				
	PC4. manage third party audit by providing the auditor with access to all relevant information, records and documentation		5	2	3
	PC5. discuss with the auditor the results of the audit and agree appropriate corrective actions to any nonconformances identified and the date by which the actions would be completed		5	2	3
	PC6. ensure agreed corrective actions are carried out by agreed dates		5	2	3
	PC7. carry out quality audits across cross functions in the organisation, at suppliers, distributors and market to ensure quality standards are maintained throughout the system		3	1	2
	PC8. perform audits by establishing clearly the scope of the audit, the responsibilities of the auditees, the quality procedures that apply to their work, previous audit history and expectations to maintain quality, encourage to co-operate fully, and carry out audit to reveal any deviations from relevant quality procedures		3	1	2
	PC9. share with the auditees the results of the audit and agree appropriate corrective actions for any nonconformances and the date by which the actions should be carried out, and check if corrective actions have been carried out by agreed dates		3	1	2
	PC10. identify and analyze any problems related to process and quality procedures, report findings and recommendations to management for immediate action		3	1	2
	PC11. maintain complete records of quality audits for management review and future reference		3	1	2
	PC12. establish organization's responsibilities for health and safety regulations and ensure there is a written health and safety policy applicable for all employees		2	0.5	1.5

Assessable Outcome	Assessment Criteria	Total Mark (600)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC13. ensure health and safety policy and procedures are clearly communicated to all employees of the organisation		2	0.5	1.5
	PC14. ensure health and safety to be a priority while planning organisation standard		3	1.5	1.5
	PC15. implement system for identifying hazards and assessing risks in processing food products, and set procedures to control and prevent them		2	1.5	0.5
	PC16. implement system for gmp, haccp, fifo/fefo, product recall etc		2	1.5	0.5
	PC17. organize training to the employees on food safety, hygiene and sanitation for effective implementation of the systems		2	0.5	1.5
	PC18. implement food and safety procedures in all areas of function to ensure food safety and hygiene system is followed from procurement of raw material, production of product, packaging, storage, distribution and until the product reaching the consumer		2	1.5	0.5
	PC19. ensure health and safety policy is practiced across the organisation, effectively monitored, reviewed and revised at regular intervals to meet the changes in national and international regulations		2	1	1
	PC20. ensure systems are in place for effective monitoring, measuring and reporting the performance of health and safety system		2	0.5	1.5
	PC21. conduct unannounced audits in all functions of the organisation to ensure health and safety procedures are being followed		2	0.5	1.5
			100	35	65
	Total		100	35	65
	Grand Total	300	300	200	100
	Percentage Weightage		100	60%	40%
	Minimum Pass% to qualify (aggregate):			70%	

