



Quality Assurance Manager

QP Code: FIC/Q7602

Version: 1.0

NSQF Level: 6

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala kendra, 3rd floor, 1, Copernicus Marg, Mandi House, New Delhi
Delhi 110001

Qualification Pack

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FIC/Q7602: Quality Assurance Manager

Brief Job Description

A Quality Assurance Manager is responsible for implementing and ensuring that food products produced meet quality standards set by both the organisation and regulatory authorities, develop and review quality and safety policies, manage audits and oversee manufacturing and production processes.

Personal Attributes

A Quality Assurance Manager must have the ability to read, write, communicate, calculate, plan, organize and prioritize. S/he must have concentration, physical stamina, mechanical aptitude and trouble shooting skills. S/he must have an understanding of food safety standards and requirements and personal and professional hygiene.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N7606: Lead quality function in food processing units](#)
2. [FIC/N7607: Manage quality in food processing units](#)
3. [FIC/N7608: Manage audit and implement health and safety system](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	Quality Assurance
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2004/NIL

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Minimum Educational Qualification & Experience	Post Graduate (Science (Preferably)) with 5-10 Years of experience Minimum 8 years experience in a food processing unit in a similar role
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	1. Total Quality Management 2. Occupational Health & Safety Advisory Services 3. Environmental Management System 4. Food Safety Standards and Regulations (as per FSSAI)
Minimum Job Entry Age	30 Years
Last Reviewed On	03/08/2018
Next Review Date	31/03/2022
Deactivation Date	31/03/2022
NSQC Approval Date	03/08/2018
Version	1.0
Reference code on NQR	2018/FI/FICSI/02464
NQR Version	1.0

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FIC/N7606: Lead quality function in food processing units

Description

This OS unit is about leading quality function in food processing units.

Scope

This unit/task covers the following:

Elements and Performance Criteria

Develop and implement operational plans for quality function

To be competent, the user/individual on the job must be able to:

- PC1.** develop operational plans for the quality department that is consistent with the objectives and goals of organisation
- PC2.** 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
- PC3.** develop operational plan for managing environmental issues
- PC4.** set demanding but achievable objectives and targets for quality function and assign responsibilities to all employees of quality team
- PC5.** implement plan, evaluate periodically, analyze and recommend changes
- PC6.** monitor and control the operational plan to achieve its overall objectives
- PC7.** design new work processes, procedures, systems, structures and roles for the changes implemented in the organisation, quality system, and legal regulations
- PC8.** review and ensure implemented changes are effective and meets the requirements of the organisation

Provide leadership to the quality team

To be competent, the user/individual on the job must be able to:

- PC9.** communicate clearly and enthusiastically the organisation vision and values, make employees understand and commit their energy and expertise to achieve organisation goals
- PC10.** understand the organisation and employees, develop a leadership style and apply them appropriately to achieve department targets and organisation goals
- 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
- PC12.** motivate and support employees to achieve their work and development objectives, and provide recognition when they are successful
- PC13.** encourage employees to take 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
- PC15.** lead quality department and team successfully through difficulties and challenges

Manage Budget

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To be competent, the user/individual on the job must be able to:

- PC16.** 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
- PC17.** submit the proposed budget to the management for approval, discuss and, if required, negotiate the proposed budget to secure required fund
- PC18.** propose revision of the budget, in case of any unforeseen development, discuss with the management to agree with the revisions
- PC19.** identify and delegate budget control responsibilities to the team with clearly defined activities, establish systems to monitor and evaluate actual expenditure against budget
- PC20.** identify the causes of any significant variances in budget control, discuss with team and ensure prompt corrective action is taken
- PC21.** encourage team to think and identify ways of reducing expenditure, analyze and pursue the suggested ideas
- PC22.** review the financial performance of quality department periodically and identify improvements for the future

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** principles and processes involved in business and organizational planning
- KU2.** organisational ideas, goals and policies
- KU3.** business processes of the organisation
- KU4.** food regulatory system related to the process and products produced in the organisation
- KU5.** financial and accounting procedures of the organisation
- KU6.** budget management
- KU7.** code of business conduct
- KU8.** resource management
- KU9.** organisation policies related to transfers, promotions, disciplinary action
- KU10.** production management
- KU11.** manpower modelling and handling
- KU12.** risk analysis and risk management
- KU13.** principles and methods of planning for regular and contingency situations
- KU14.** methods to monitor and control operational plans to achieve their objectives
- KU15.** methods to communicate with people of varying nature and in different situations
- KU16.** methods to identify and address difficulties and challenges
- KU17.** managing changes, and techniques to manage expectations during change
- KU18.** methods to motivate and lead team to achieve organisational goals
- KU19.** types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the area, and ways of identifying and overcoming them
- KU20.** budgetary systems, methods to monitor, control and evaluate performance against budgets

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Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop and implement operational plans for quality function</i>	14	26	-	-
PC1. develop operational plans for the quality department that is consistent with the objectives and goals of organisation	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 the products reach the consumer	2	3	-	-
PC3. develop operational plan for managing environmental issues	2	3	-	-
PC4. set demanding but achievable objectives and targets for quality function and assign responsibilities to all employees of quality team	1	4	-	-
PC5. implement plan, evaluate periodically, analyze and recommend changes	1	4	-	-
PC6. monitor and control the operational plan to achieve its overall objectives	2	3	-	-
PC7. design new work processes, procedures, systems, structures and roles for the changes implemented in the organisation, quality system, and legal regulations	2	3	-	-
PC8. review and ensure implemented changes are effective and meets the requirements of the organisation	2	3	-	-
<i>Provide leadership to the quality team</i>	14	21	-	-
PC9. communicate clearly and enthusiastically the organisation vision and values, make employees understand and commit their energy and expertise to achieve organisation goals	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the organisation and employees, develop a leadership style and apply them appropriately to achieve department targets and organisation goals	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	2	3	-	-
PC12. motivate and support employees to achieve their work and development objectives, and provide recognition when they are successful	2	3	-	-
PC13. encourage employees to take responsibilities, to take own decisions within agreed boundaries, to take lead in their own areas of expertise for their development	2	3	-	-
PC14. initiate personnel actions, such as promotions, transfers, discharges or disciplinary measures	2	3	-	-
PC15. lead quality department and team successfully through difficulties and challenges	2	3	-	-
<i>Manage Budget</i>	7	18	-	-
PC16. 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	1	3	-	-
PC17. submit the proposed budget to the management for approval, discuss and, if required, negotiate the proposed budget to secure required fund	1	3	-	-
PC18. propose revision of the budget, in case of any unforeseen development, discuss with the management to agree with the revisions	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	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. identify the causes of any significant variances in budget control, discuss with team and ensure prompt corrective action is taken	1	2	-	-
PC21. encourage team to think and identify ways of reducing expenditure, analyze and pursue the suggested ideas	1	2	-	-
PC22. review the financial performance of quality department periodically and identify improvements for the future	1	2	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N7606
NOS Name	Lead quality function in food processing units
Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	Quality Analysis
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	03/08/2018
Next Review Date	31/03/2022
Deactivation Date	31/03/2022
NSQ Clearance Date	03/08/2018

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FIC/N7607: Manage quality in food processing units

Description

This OS unit is about managing quality in all functions of the food processing unit by implementing and monitoring quality system, and ensuring product compliance

Scope

This unit/task covers the following:

- Quality management in the organization (for food processing unit)
- Implement and monitor quality system (for food processing unit)
- Ensure product compliance (for food processing unit)

Elements and Performance Criteria

Quality management in the organization (for food processing unit)

To be competent, the user/individual on the job must be able to:

- PC1.** establish objective/road map and budget for quality function
- PC2.** communicate and share the company quality philosophy to key personnel in the organisation
- PC3.** analyze quality performance and measure against internal and external standards
- PC4.** prepare monthly summaries of quality issues for presentation to the senior management team
- PC5.** keep senior management informed of significant developments in quality assurance activities
- PC6.** support organizations various key decision making processes like cost reviews and its approval, identification, review and approvals of efficient contract manufactures etc
- 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

Implement and monitor quality system (for food processing unit)

To be competent, the user/individual on the job must be able to:

- PC8.** implement food quality and safety regulatory requirements like FSSAI
- PC9.** implement procedure, standards and specifications to meet quality goals of the organisation
- PC10.** develop and review standards on environmental requirements, health and safety policies
- 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
- 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
- PC13.** direct and coordinate companys quality program like implementation of ISO, HACCP systems and procedures

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- PC14.** prepare employees for a quality audit process for obtaining accreditation, certifications to a standard or a mark of quality
- PC15.** establish, review and evaluate key performance indicators
- PC16.** support new projects for validation, liaison with government agencies to 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
- PC18.** analyze ways to reduce waste and increase efficiency
- PC19.** develop and implement effective consumer/customer communication and feedback system to ensure the communication down the line, and minimizing the customer complaints
- PC20.** compile quality control reports, create statistical process control metrics, manage non-conformity discrepancy reports, and recommend continuous improvement activities

Ensure product compliance (for food processing unit)

To be competent, the user/individual on the job must be able to:

- PC21.** ensure food products produced meet the organisation standards, national and international regulations
- PC22.** ensure routine sampling, testing and inspection of raw materials, packing materials, production on-line samples, and finished products to achieve product quality
- PC23.** ensure appropriate calibration of testing equipments
- PC24.** ensure all legal licenses are renewed and up-to-date
- PC25.** carry out audits to identify areas of weakness within organization system, document audit findings and recommend ways to improve them
- PC26.** manage audits by third-party
- PC27.** analyze and understand consumer complaints on product, identify reasons, and implement control and preventive measure
- 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
- PC29.** monitor performance by gathering relevant data and producing statistical reports
- PC30.** oversee production processes to ensure production of products with consistent quality standards established by the organisation and government
- PC31.** monitor production processes, process layouts, process sequences to obtain quality products through processes
- 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
- PC33.** encourage employees of quality department to take personal responsibility for achieving quality standards and to address or report critical issues
- 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
- PC35.** organize training and awareness programs and ensure employees are up-to-date on quality systems and requirements

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- 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.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation policies and goals
- KU2.** quality management
- KU3.** budget management
- KU4.** food regulatory policies and procedures related to products produced in the organisation
- KU5.** quality mark accreditations of the organisations
- KU6.** audit procedures
- KU7.** code of business conduct
- KU8.** leadership techniques
- KU9.** manage competency requirements of the qa personnels
- KU10.** manpower modelling and handling
- KU11.** quality management principles and methods, tools and techniques
- KU12.** current developments, tools and techniques in quality management, legal and regulatory requirements
- KU13.** marks, awards or accreditation in line with organisations values and methods to obtain them
- KU14.** methods to develop and implement quality system that deliver results at reasonable cost and acceptable level of risk
- KU15.** methods to maintain and ensure quality system
- KU16.** methods to evaluate if processes and product quality are meeting the organisation and regulatory standards
- KU17.** methods to detect and record any non- conformance related to processes and product quality
- KU18.** methods to investigate reason for non- conformance and decide on appropriate corrective actions
- KU19.** methods to monitor effectiveness of quality system
- KU20.** methods to improve business processes, quality systems and procedures
- KU21.** FSSAI
- KU22.** international regulations like FDA, CODEX alimentarius etc
- KU23.** QMS
- KU24.** ISO
- KU25.** HACCP
- KU26.** GMP

Generic Skills (GS)

User/individual on the job needs to know how to:

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- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** question in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Quality management in the organization (for food processing unit)</i>	8	11	-	-
PC1. establish objective/road map and budget for quality function	0.5	1.5	-	-
PC2. communicate and share the company quality hilosophy to key personnel in the organisation	1	2	-	-
PC3. analyze quality performance and measure against internal and external standards	1	2	-	-
PC4. prepare monthly summaries of quality issues for presentation to the senior management team	2	1	-	-
PC5. keep senior management informed of significant developments in quality assurance activities	0.5	1.5	-	-
PC6. support organizations various key decision making processes like cost reviews and its approval, identification, review and approvals of efficient contract manufactures etc	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	2	1	-	-
<i>Implement and monitor quality system (for food processing unit)</i>	14	25	-	-
PC8. implement food quality and safety regulatory requirements like FSSAI	2	1	-	-
PC9. implement procedure, standards and specifications to meet quality goals of the organisation	1	2	-	-
PC10. develop and review standards on environmental requirements, health and safety policies	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	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	1	2	-	-
PC13. direct and coordinate company's quality program like implementation of ISO, HACCP systems and procedures	1	2	-	-
PC14. prepare employees for a quality audit process for obtaining accreditation, certifications to a standard or a mark of quality	1	2	-	-
PC15. establish, review and evaluate key performance indicators	1	2	-	-
PC16. support new projects for validation, liaison with government agencies to ensure statutory and regulatory compliances	1	2	-	-
PC17. support R&D, marketing, packaging team in new concept development, review of formulation and applicable product/package regulatory requirements	1	2	-	-
PC18. analyze ways to reduce waste and increase efficiency	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	1	2	-	-
PC20. compile quality control reports, create statistical process control metrics, manage non-conformity discrepancy reports, and recommend continuous improvement activities	1	2	-	-
<i>Ensure product compliance (for food processing unit)</i>	13	29	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. ensure food products produced meet the organisation standards, national and international regulations	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	0.5	1.5	-	-
PC23. ensure appropriate calibration of testing equipments	0.5	1.5	-	-
PC24. ensure all legal licenses are renewed and up-to-date	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	1	2	-	-
PC26. manage audits by third-party	1	2	-	-
PC27. analyze and understand consumer complaints on product, identify reasons, and implement control and preventive measure	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	1	2	-	-
PC29. monitor performance by gathering relevant data and producing statistical reports	0.5	1.5	-	-
PC30. oversee production processes to ensure production of products with consistent quality standards established by the organisation and government	1	2	-	-
PC31. monitor production processes, process layouts, process sequences to obtain quality products through processes	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	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. encourage employees of quality department to take personal responsibility for achieving quality standards and to address or report critical issues	0.5	1.5	-	-
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	1	2	-	-
PC35. organize training and awareness programs and ensure employees are up-to-date on quality systems and requirements	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.	1	2	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N7607
NOS Name	Manage quality in food processing units
Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	Quality Analysis
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	03/08/2018
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NSQC Clearance Date	03/08/2018

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FIC/N7608: Manage audit and implement health and safety system

Description

This OS unit is about managing audit and implementing health and safety system in food processing units

Scope

This unit/task covers the following:

Elements and Performance Criteria

Manage and conduct quality audits (for food processing unit)

To be competent, the user/individual on the job must be able to:

- PC1.** establish to the quality team the importance of documentation, provide training on documentation system, and ensure all quality documents are maintained systematically
- PC2.** ensure all relevant records and documents are complete, up-to-date and accessible
- PC3.** ensure corrective actions agreed in previous audits have been implemented, and recommendations have been considered and acted upon
- PC4.** manage third party audit by providing the auditor with access to all relevant information, records and documentation
- PC5.** 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
- PC6.** ensure agreed corrective actions are carried out by agreed dates
- 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
- 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
- PC9.** 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 out, and check if corrective actions have been carried out by agreed dates
- PC10.** identify and analyze any problems related to process and quality procedures, report findings and recommendations to management for immediate action
- PC11.** maintain complete records of quality audits for management review and future reference

Implement health and safety system (for food processing unit)

To be competent, the user/individual on the job must be able to:

- PC17.** organize training to the employees on food safety, hygiene and sanitation for effective implementation of the systems
- 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, ackaging, storage, distribution and until the product reaching the consumer

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- 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
- PC20.** ensure systems are in place for effective monitoring, measuring and reporting the performance of health and safety system
- PC21.** conduct unannounced audits in all functions of the organisation to ensure health and safety procedures are being followed
- PC12.** establish organizations 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
- PC14.** ensure health and safety to be a priority while planning organisation standards
- PC15.** implement system for identifying hazards and assessing risks in processing food products, and set procedures to control and prevent them
- PC16.** implement system for gmp, haccp, fifo/fefo, product recall etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisaiton policies and goals
- KU2.** quality management system
- KU3.** quality mark accreditations of the organisations
- KU4.** audit procedures
- KU5.** audit management
- KU6.** food regualtory policies and procedures related to products produced in theorganisaiton
- KU7.** documentation and records management system
- KU8.** health and safety policy
- KU9.** food safety system like FSSAI
- KU10.** methods of ensuring records and documentation are complete and up-to-date
- KU11.** industry requirements for quality management and auditing
- KU12.** various audit methods and techniques
- KU13.** methods of preparation for audit
- KU14.** methods of carrying out quality system audits to meet and maintain quality standards
- KU15.** methods to carry out audit with available documents and identifying any discrepancies
- KU16.** methods and procedures to decide and suggest appropriate corrective actions to each discrepancy
- KU17.** methods and procedures to identify any discrepancies in system, possible risks to organization and employees
- KU18.** methods to identify and analyze inherent problems with processes and quality procedures
- KU19.** procedure to prepare and present audit reports
- KU20.** regulations, guidelines and codes of practice related to health and safety, food safety, hygiene and sanitation (as per fssai)

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- KU21.** environmental standards
- KU22.** methods to implement health and safety in food processing unit
- KU23.** industry standards like gmp, haccp and product recall process
- KU24.** types of hazards such as physical, chemical and biological hazards and methods to measures, control and prevent them
- KU25.** methods to establish systems for monitoring, measuring and reporting on health and safety
- KU26.** audit procedures to ensure food safety, hygiene and sanitation in the organization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note the information communicated
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities
- GS12.** effectively communicate with team members
- GS13.** in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly on the issues being faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the manager is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received
- GS19.** organize raw materials and packaging materials required for all products
- GS20.** plan and prioritize the work based on the instructions received
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the manager in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support manager in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the manager for problem solving



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- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage and conduct quality audits (for food processing unit)</i>	16	34	-	-
PC1. establish to the quality team the importance of documentation, provide training on documentation system, and ensure all quality documents are maintained systematically	1	4	-	-
PC2. ensure all relevant records and documents are complete, up-to-date and accessible	1	3	-	-
PC3. ensure corrective actions agreed in previous audits have been implemented, and recommendations have been considered and acted upon	2	2	-	-
PC4. manage third party audit by providing the auditor with access to all relevant information, records and documentation	2	3	-	-
PC5. 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	1	4	-	-
PC6. ensure agreed corrective actions are carried out by agreed dates	1	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	2	3	-	-
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	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. 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 out, and check if corrective actions have been carried out by agreed dates	1	3	-	-
PC10. identify and analyze any problems related to process and quality procedures, report findings and recommendations to management for immediate action	2	3	-	-
PC11. maintain complete records of quality audits for management review and future reference	1	3	-	-
<i>Implement health and safety system (for food processing unit)</i>	19	31	-	-
PC17. organize training to the employees on food safety, hygiene and sanitation for effective implementation of the systems	2	3	-	-
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, ackaging, storage, distribution and until the product reaching the consumer	2	3	-	-
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	3	-	-
PC20. ensure systems are in place for effective monitoring, measuring and reporting the performance of health and safety system	1	4	-	-
PC21. conduct unannounced audits in all functions of the organisation to ensure health and safety procedures are being followed	2	3	-	-
PC12. establish organizations responsibilities for health and safety regulations and ensure there is a written health and safety policy applicable for all employees	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure health and safety policy and procedures are clearly communicated to all employees of the organisation	2	3	-	-
PC14. ensure health and safety to be a priority while planning organisation standards	2	3	-	-
PC15. implement system for identifying hazards and assessing risks in processing food products, and set procedures to control and prevent them	2	3	-	-
PC16. implement system for gmp, haccp, fifo/fefo, product recall etc	2	3	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N7608
NOS Name	Manage audit and implement health and safety system
Sector	Food Processing
Sub-Sector	Fruits and Vegetables, Food Grain Milling, Dairy Products, Meat and Poultry, Fish and Sea Food, Bread and Bakery, Alcoholic Beverages, Aerated Water/Soft Drinks, Soya Food, Packaged Foods
Occupation	Quality Analysis
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	03/08/2018
Next Review Date	31/03/2022
Deactivation Date	31/03/2022
NSQC Clearance Date	03/08/2018

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

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6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FIC/N7606.Lead quality function in food processing units	35	65	-	-	100	35
FIC/N7607.Manage quality in food processing units	35	65	-	-	100	35
FIC/N7608.Manage audit and implement health and safety system	35	65	-	-	100	30
Total	105	195	-	-	300	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
CIP	Clean In Place
COP	Clean Out Of Place
ERP	Enterprise Resource Planning
FIFO	First In First Out
FEFO	First Expiry First Out
FSSAI	Food Safety and Standards Authority of India
GMP	Good Manufacturing Practices
GHP	Good Hygiene Practices
HACCP	Hazard Analysis and Critical Control Point

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	<p>Knowledge and Understanding (KU) 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.</p>
Organisational Context	<p>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.</p>
Technical Knowledge	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
Core Skills/ Generic Skills (GS)	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.</p>
Electives	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
Options	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>