

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY



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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack – Product Development Manager

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Cast and Diamonds-Set Jewellery

OCCUPATION: Designing and Product Development

REFERENCE ID: G&J/Q2305

ALIGNED TO: NCO-2004/ NIL

Product Development (PD) Manager: Also known as ‘PD Head’ in the jewellery manufacturing industry, the PD Manager is in-charge of the product development department and plays critical role in the jewellery designing and development.

Brief Job Description: The individual at work coordinates with the stakeholders such as customers, marketing team, production team, designers and merchandisers to develop the practical, marketable and fashionable jewellery products. The individual recruits, trains and manages team of designers.

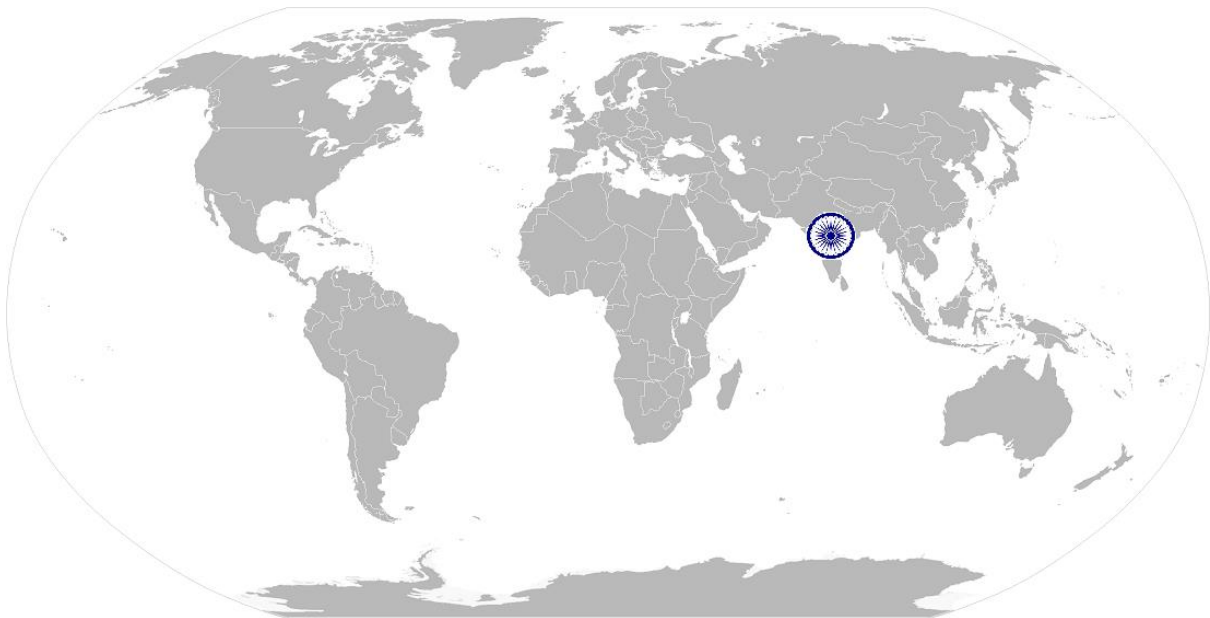
Personal Attributes: The job requires the individual to have: ability to manage team. The individual must be creative and fashion conscious and have: attention to details and presentation skills and willingness to travel extensively. The individual must also have analytical skills to assess the market trends.

Job Details

Qualifications Pack Code	G&J/Q2305		
Job Role	Product Development Manager		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	30/07/13
Occupation	Designing & product development	Next review date	15/07/15

Job Role	Product Development (PD) Manager Also called as 'PD Head'
Role Description	Coordinating with different stakeholders such as customers, marketing team, production team, designers and merchandisers – to develop the practical, marketable and fashionable jewellery products. Also recruiting, training and managing a tea of designers.
NVEQF/NVQF level	7
Minimum Educational Qualifications	Graduate
Maximum Educational Qualifications	
Training	Jewellery design course
Experience	Minimum 8 years
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N2305 Develop jewellery products G&J/N9901 Respect and maintain IPR G&J/N9904 Coordinate with various stakeholders related to product development G&J/N9905 Maintain occupational health and safety <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about developing jewellery products at different price points by assessing market trends for practical, marketable and fashionable designs.

G&J/N2305

Develop jewellery products

National Occupational Standard

Unit Code	G&J/N2305
Unit Title (Task)	Develop jewellery products
Description	This OS unit is about developing jewellery products at different price points by assessing market trends for practical, marketable and fashionable designs
Scope	<p>This unit/task covers the following:</p> <p>Assess the market trends</p> <ul style="list-style-type: none"> • conduct research for the trends and market preferences for the types of jewellery products and designs • interact with customers, marketing department and merchandiser to gain market understanding • follow various jewellery design publications, exhibitions, etc. to understand new design trends • hypothesise for the new designs required at different price points <p>Provide design brief to merchandiser and designer</p> <ul style="list-style-type: none"> • explain the criticality and complexity of designs to merchandiser and designers • instruct designers on product type, size, dimensions, shapes, materials • describe the final outcome as desired by the customer or as per plan • quality check the hand sketch and CAD designs and suggest improvements <p>Present the designs to senior management</p> <ul style="list-style-type: none"> • prepare design brief in terms of uniqueness, practicality, potential in the market and price points • give presentation of the design concepts • incorporate the design changes suggested by marketing and production heads • finalise the designs <p>Prepare and implement product development plan</p> <ul style="list-style-type: none"> • prepare the product development plan for specific season, exhibitions, customers and/or market • describe the selected designs and jobs expected from designers and CAM operator for preparing master model in resin • coordinate with production manager and get the metal master produced • provide quality improvement inputs to production department • receive inputs from customer and marketing department for improvements in product designs • finalise the master model <p>Marketing support</p> <ul style="list-style-type: none"> • present the new products to the marketing team • jointly showcase products to the customers and in exhibitions • select designs for running marketing campaign, catalogues • resolve customer queries

G&J/N2305

Develop jewellery products

	<p>Managing Team</p> <ul style="list-style-type: none"> • plan for capacity expansion and recruiting designers • train and mentor the designers • allocate work and monitor the work flow • assess and appraise the performance of the team members • approve the training plan and administrative requirements of the team members <p>Report problems related to:</p> <ul style="list-style-type: none"> • practicality and marketability of designs • mismatch in design concept in terms of design trends, customer requirement, production limitations and the appropriate action to take if refinement or modification are required • reasons for anticipated delays that may adversely affect delivery
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Managing team	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately assess designer’s capabilities and work load in order to distribute work for maximum productivity</p> <p>PC2. ensure overall performance of the team</p> <p>PC3. accurately plan for capacity expansions</p> <p>PC4. impart quality training for the team members</p> <p>PC5. anticipate and alert about any disruptions and worker’s capabilities</p> <p>PC6. resolve team member grievances</p>
Develop jewellery products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. plan and implement product development plan</p> <p>PC8. identify product categories at different price points</p> <p>PC9. accurately estimate price points of the new products</p> <p>PC10. create collections for the specific season, exhibitions, customers and/or market</p> <p>PC11. ensure timely delivery of product samples to marketing department</p> <p>PC12. create new successful jewellery products per year</p>
Productivity	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. make timely delivery of jewellery products for launching in the market</p> <p>PC14. develop number of successful products as per target given</p> <p>PC15. ensure defect free output with minimal hazards</p>
Quality of output	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. showcase products with unique and appealing design within the range of price points</p> <p>PC17. synchronise products based on inputs from marketing and production department</p>

G&J/N2305

Develop jewellery products

Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: quality, incentives, delivery standards, safety and hazards, integrity and IPR, and personnel management</p> <p>KA2. work flow involved in cast and diamond-set jewellery manufacturing</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> <p>KA5. typical customer profile of the company</p> <p>KA6. specialisation of the company (product type, designs, etc.)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to use computers, CorelDRAW, CAD workstation software and hardware, compact digital camera, MS office, data management software, internet, etc.</p> <p>KB2. basic principles of drawing jewellery shapes</p> <p>KB3. different type of jewellery products rings, bracelets, pendants, necklace, etc.</p> <p>KB4. different types of diamonds and/or gemstones, colours, cuts and shapes</p> <p>KB5. utility of designs in terms of daily wear, occasional</p> <p>KB6. manufacturing drawing conventions</p> <p>KB7. basic manufacturing and techniques including types of diamonds and/or gemstones settings</p> <p>KB8. basics of design techniques, tools, principle involved in production of precision designs, blueprints, drawings, and models</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read notes, designs and instructions in terms of design concepts</p> <p>SA2. read company rules and compliance documents required to complete the work</p>
	Calculation and Geometry skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. count the number of diamonds and gemstones and weight of gold and other materials</p> <p>SA4. assess accuracy of alignment and measure symmetry</p> <p>SA5. mathematical calculations used in design</p>
	Pricing mechanism
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. track prices for precious metal, diamond and gemstones prices</p> <p>SA7. estimate the manufacturing prices as per complexity of designs</p> <p>SA8. determining price points for new designs based on gold weight, diamond carat</p>
	Team management
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. assess and appraise team members' performance</p> <p>SA10. plan for capacity expansions</p> <p>SA11. train and motivate team members</p>

G&J/N2305

Develop jewellery products

B. Professional Skills	Creative thinking
	The user/individual on the job needs to know and understand: SB1. visualisation of designs SB2. fashion trends for jewellery designs SB3. translation of design ideas/concepts to jewellery product
	Photography skills
	The user/individual on the job needs to know and understand: SB4. how to use compact digital cameras SB5. photography for jewellery design concepts and visualisations
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB6. improve ratio of successful designs SB7. improve work processes or greater productivity SB8. pre-empt complexity of the design in order to increase the speed of designs SB9. judging the market potential of the jewellery products SB10. suggesting necessary design changes for practicality and maintaining look of the jewellery designs
Critical thinking	
The user/individual on the job needs to know and understand how to: SB11. anticipate process disruption and reasons for delay	

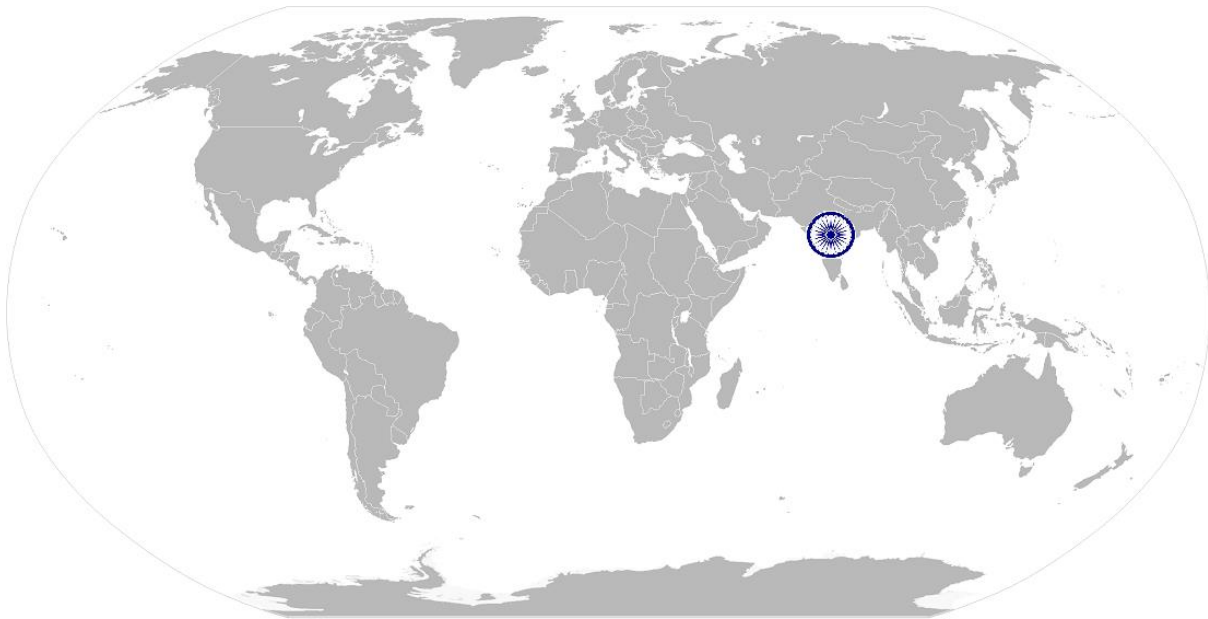


G&J/N2305

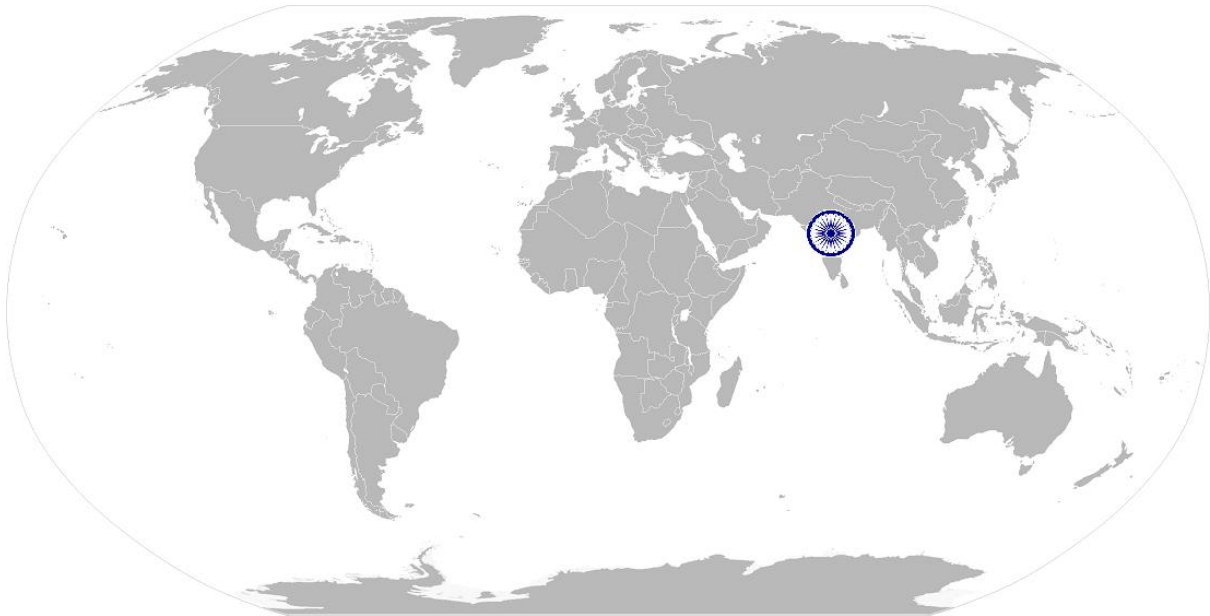
Develop jewellery products

NOS Version Control

NOS Code	G&J/N2305		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	30/07/13
Occupation	Designing & product development	Next review date	15/06/15



National Occupational Standard



Overview

This unit is about respecting intellectual property rights of the company's products and designs as well as avoiding infringement on IPR of other companies.

G&J/N9901

Respect and maintain IPR

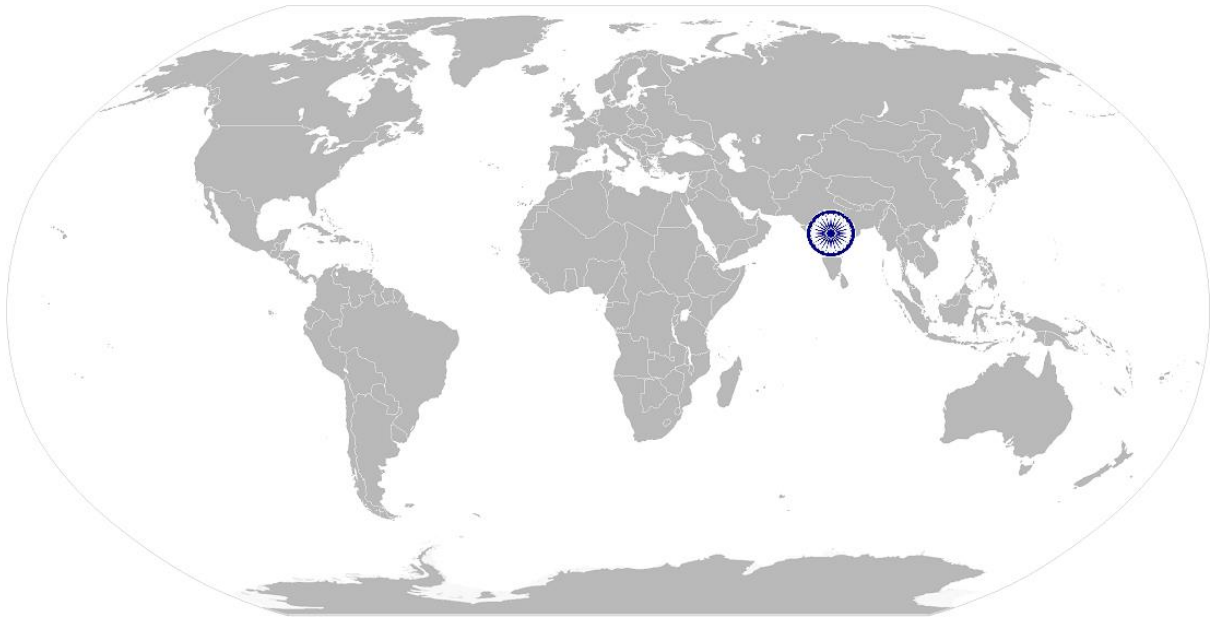
National Occupational Standard

Unit Code	G&J/N9901
Unit Title (Task)	Maintain IPR of company and respect IPR of other companies
Description	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
Scope	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> prevent leak of new designs to competitors by reporting on time be aware of any of company's product or design patents report IPR violations observed in the market, to supervisor or company heads <p>Avoid infringement to IPR of other companies</p> <ul style="list-style-type: none"> read copyright clause of the material published on the internet and any other printed material consult supervisor or senior management when in doubt about using publicly available information report any infringement observed in the company
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting and Maintaining IPR	To be competent, the user/individual on the job must: PC1. be able to spot plagiarism and report PC2. be aware of patents and IPR PC3. not be involved in IPR violations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on IPR and plagiarism KA2. reporting structure KA3. company's unique product range
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to: SA1. effectively communicate any observed IPR violations or order leaks
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to: SA2. report potential sources of violations

G&J/N9901

Respect and maintain IPR

	Reflective thinking
	The user/individual on the job needs to know and understand to: SA3. learn from past mistakes and report IPR violations on time
	Critical thinking
	The user/individual on the job needs to know and understand how to: SA4. spot signs of violations and alert authorities in time

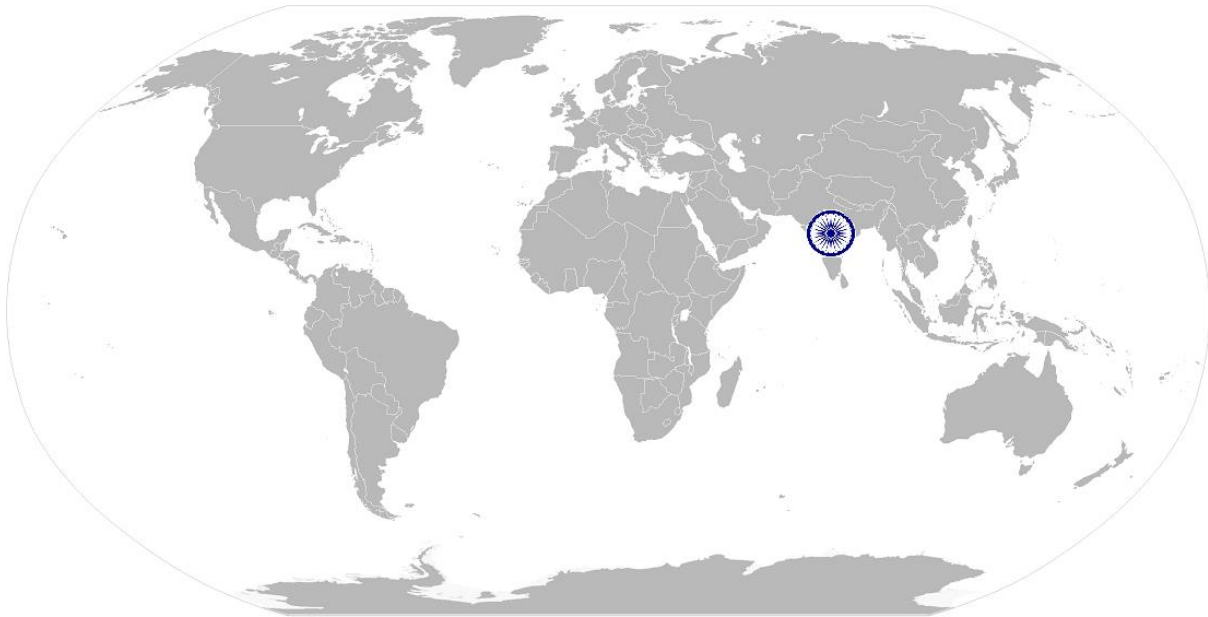


G&J/N9901

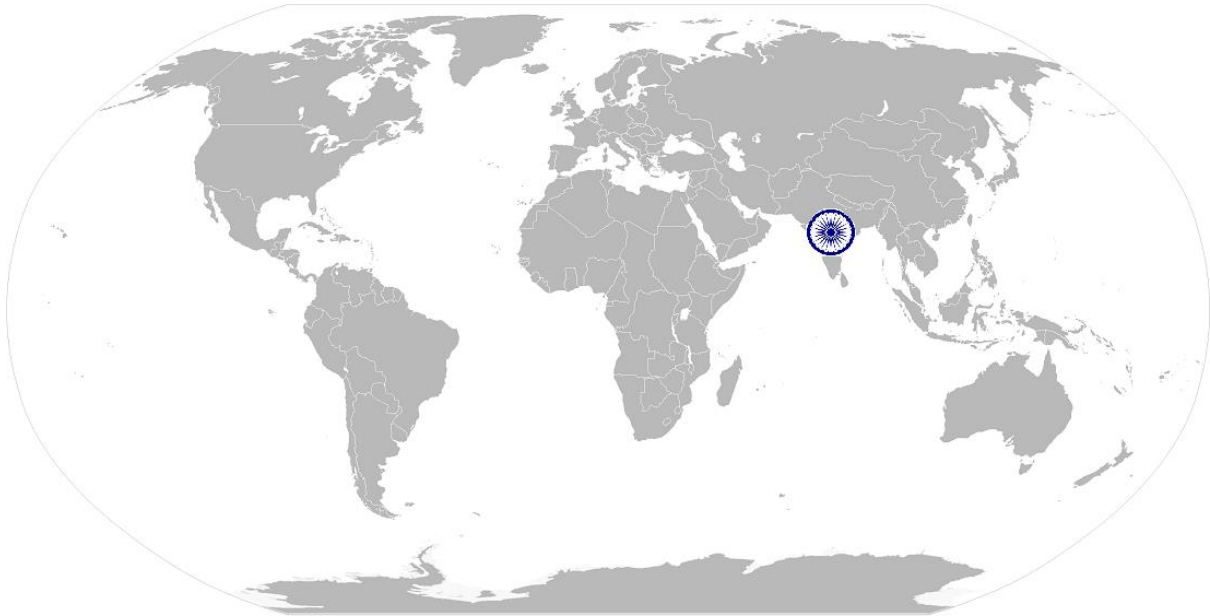
Respect and maintain IPR

NOS Version Control

NOS Code	G&J/N9901		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/06/15



National Occupational Standard



Overview

This unit is about team work and level of communication with colleagues or clients. It determines the ability to work as a team member, share work and multi-task in order to achieve the required deliverables related to product development on schedule.

G&J/N9904 Coordinate with various stakeholders related to product development

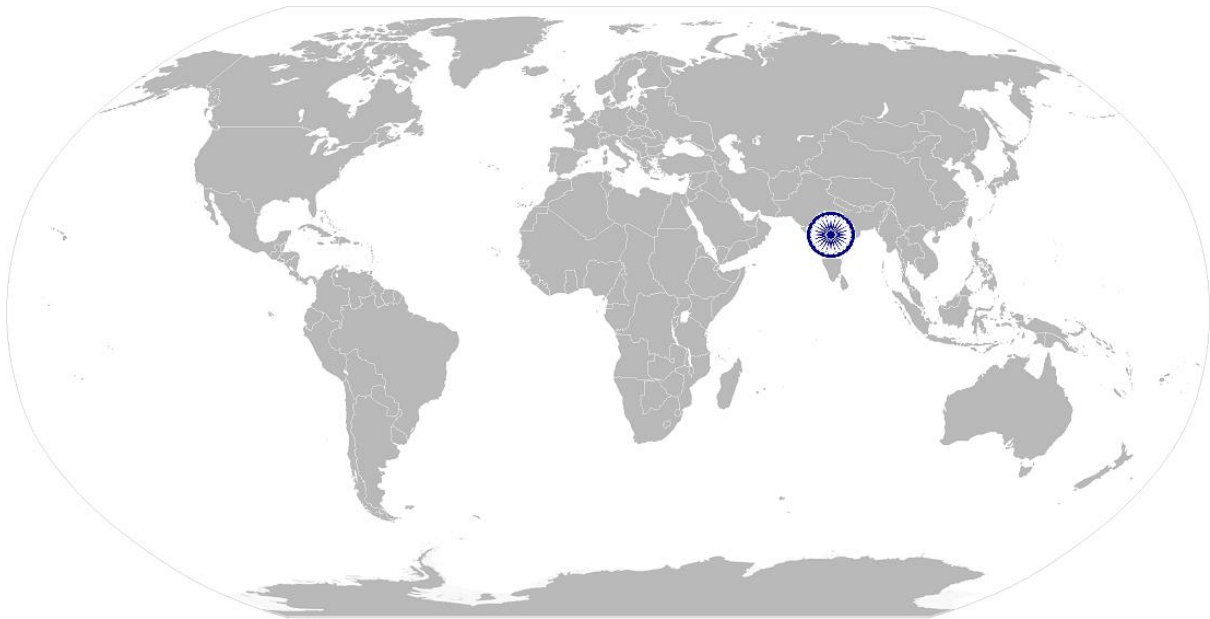
National Occupational Standard	Unit Code	G&J/N9904
	Unit Title (Task)	Coordinate with various stakeholders for product development
	Description	This OS unit is about communicating with colleagues, seniors and customers in order to achieve smooth and hazard-free work flow
	Scope	<p>This unit/task covers the following:</p> <p>Interact with product development department</p> <ul style="list-style-type: none"> • receive work instructions and design inputs from reporting supervisor • discuss the product development plan • communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required • communicate any potential hazards or expected process disruptions • present the design brief <p>Interact with marketing department</p> <ul style="list-style-type: none"> • receive instructions and design inputs • get market data, competitors information and inputs on market trend • understand customer requirement and modifications in design • present design brief • collaborate for developing marketing campaigns <p>Interact with production manager</p> <ul style="list-style-type: none"> • provide design briefs and product details for jewellery pieces to be manufactured • share product development plan • receive inputs from designers and production department for improvements in product designs <p>Interact with colleagues within and outside the department</p> <ul style="list-style-type: none"> • work as a team with colleagues and share work as per their or own work load and skills • give instructions to designers in terms of product type, size, dimensions, shapes, materials • work with colleagues of other departments • communicate and discuss work flow related difficulties in order to find solutions with mutual agreement • give feedback to designers • coordinate with CAM operator and get resin master model produced <p>Interact with customers</p> <ul style="list-style-type: none"> • understand customer requirements • give proposals to customers • solve customer queries regarding modifications in designs

G&J/N9904 Coordinate with various stakeholders related to product development

Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with product development department	To be competent, the user/individual on the job must be able to: PC1. understand the work output requirements PC2. comply with company policy and rule PC3. deliver quality work on time as required by reporting any anticipated reasons for delays
Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: PC4. put team over individual goals PC5. resolution conflicts among team members as well as other departments PC6. multi-task activities involved in the product development
Interaction with marketing department and customers	To be competent, the user/individual on the job must be able to: PC7. understand the jewellery design trends PC8. understand customer requirement PC9. resolve customer queries and provide quality output
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: acceptable limits of gold loss, incentives, delivery standards, safety and hazards, integrity and IPR, and personnel management KA2. work flow involved in cast and diamond-set jewellery manufacturing of company KA3. importance of the individual's role in the workflow KA4. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. communicate effectively KB2. build team coordination
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Teamwork and multitasking
	The individual on the job needs to know and understand how: SA1. to share work load as required SA2. to deliver product to next work process on time
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. potential areas of disruptions to work process and report the same SB2. when to report to supervisor and when to deal with a colleague individually, depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand how to: SB3. improve work processes

G&J/N9904 Coordinate with various stakeholders related to product development

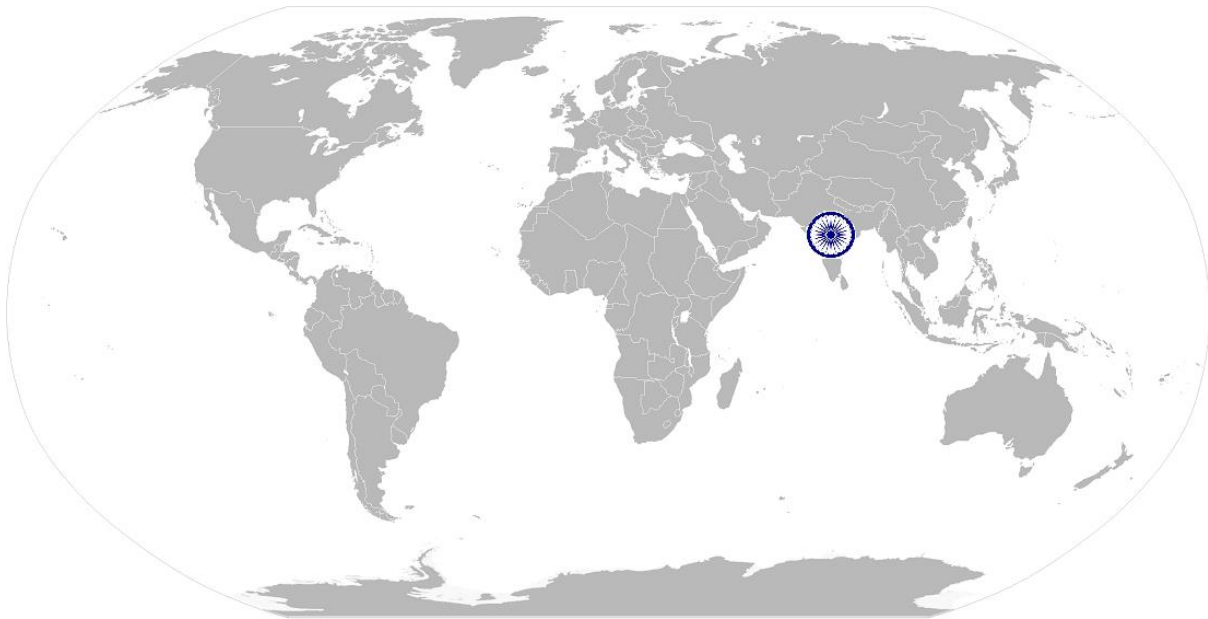
	Critical thinking
	The individual on the job needs know and understand how to: SB4. spot process disruptions and delays



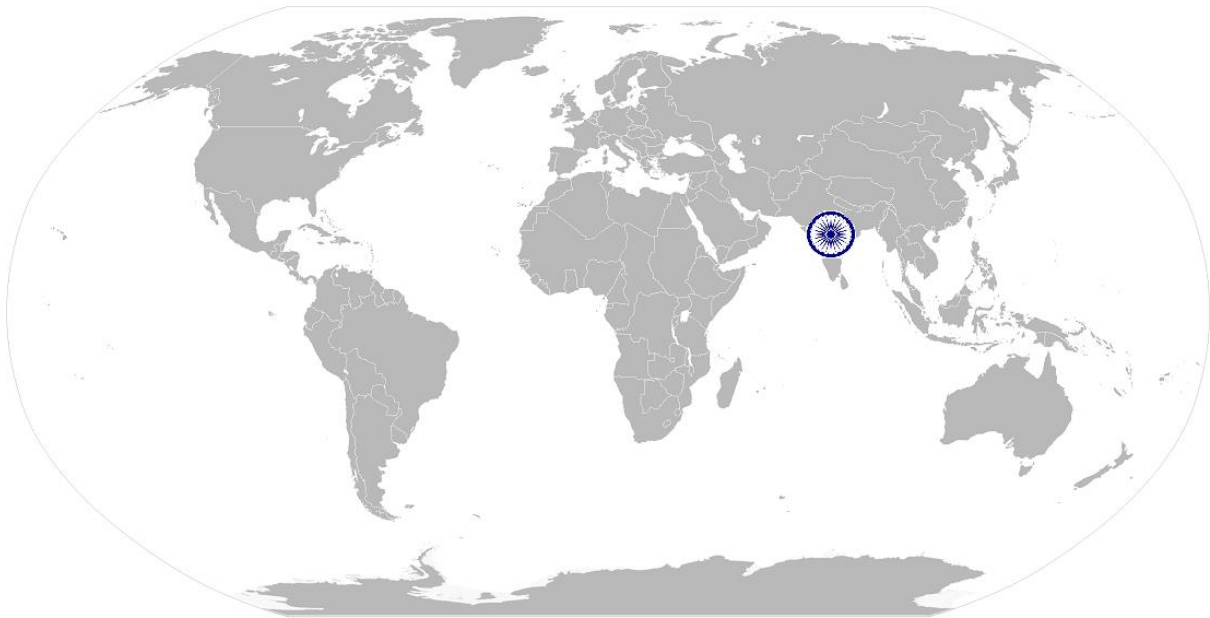
G&J/N9904 Coordinate with various stakeholders related to product development

NOS Version Control

NOS Code	G&J/N9904		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	30/07/13
		Next review date	15/06/15



National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self and colleagues and maintaining occupational health and safety.

G&J/N9905

Maintain occupational health and safety

National Occupational Standard

Unit Code	G&J/N9905
Unit Title (Task)	Maintain occupational health and safety
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
Scope	<p>This unit/task covers the following:</p> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> to avoid accidents related to use of potentially dangerous chemicals, sharp tools and machines <p>Use safety gear to avoid accidents</p> <ul style="list-style-type: none"> wear safety gear such as goggles, mask, gloves, ear plugs <p>Actively participate in the health and safety awareness campaigns</p> <ul style="list-style-type: none"> attend fire drills organised by the company or industrial zone learn first aid procedure be alert about designated assembly area in the event of an emergency read and understand the evacuation and emergency procedures <p>Communicate to reporting supervisor about:</p> <ul style="list-style-type: none"> process flow improvements that can reduce anticipated or repetitive hazards mishandling of tools, machines or hazardous materials electrical problems that could result in accident
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	To be competent, the user/individual on the job must be able to: PC1. spot and report potential hazards on time PC2. follow company policy and rules regarding use of hazardous materials PC3. attend and actively participate in the health and safety campaigns organised by the company
Using safety gear	To be competent, the user/individual on the job must be able to: PC4. use or wear safety gear as per the rules of the company
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: safety and hazards and personnel management KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how different chemicals react and what could be the danger from them KB2. how to use machines and tools without suffering bodily harm

G&J/N9905

Maintain occupational health and safety

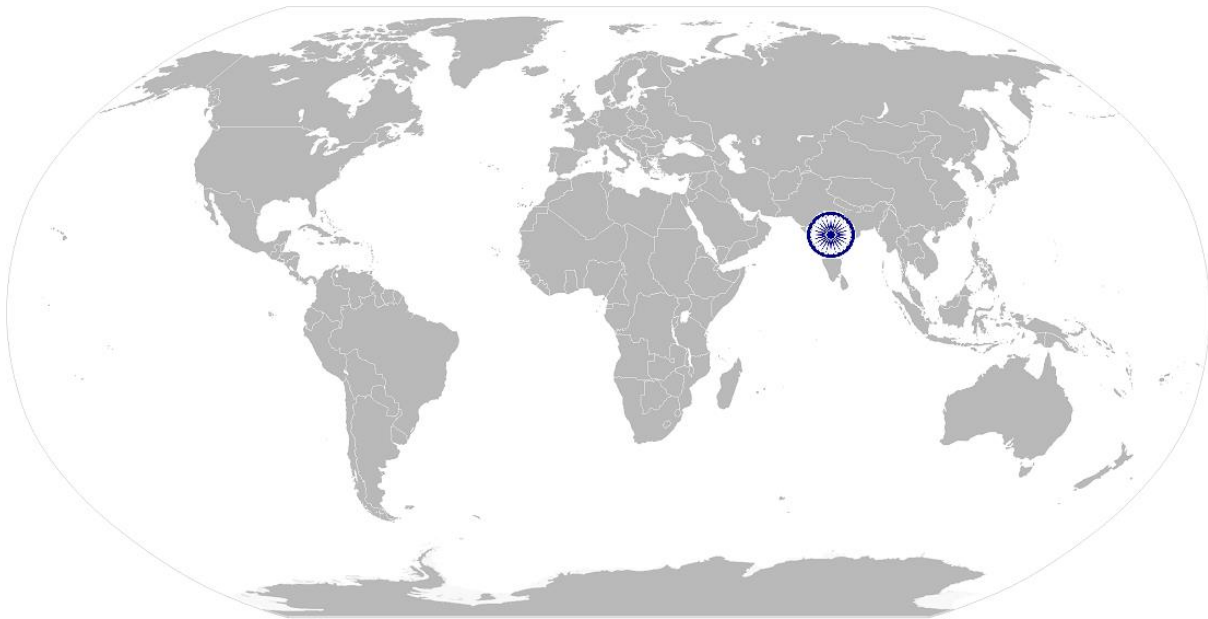
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills The individual on the job needs to know and understand how to: SA1. effectively communicate the danger
	Organising skills The individual on the job needs to know and understand how to: SA2. keep all the tools in an organised manner so as to avoid accidents SA3. keep the work environment safe and clean
	B. Professional Skills
	Decision making The individual on the job needs to know and understand how to: SB1. report potential sources of danger SB2. follow prescribed procedure in the event of an accident SB3. wear appropriate safety gear to avoid an accident
	Reflective thinking The individual on the job needs to know and understand to: SB4. learn from past mistakes regarding use of hazardous machines or chemicals
	Critical thinking The individual on the job needs to know and understand how to: SB5. spot danger
	Decision making The individual on the job needs to know and understand how to: SB6. report potential sources of danger SB7. follow prescribed procedure in the event of an accident SB8. wear appropriate safety gear to avoid an accident

G&J/N9905

Maintain occupational health and safety

NOS Version Control

NOS Code	G&J/N9905		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	30/07/13
		Next review date	15/06/15



Definitions

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

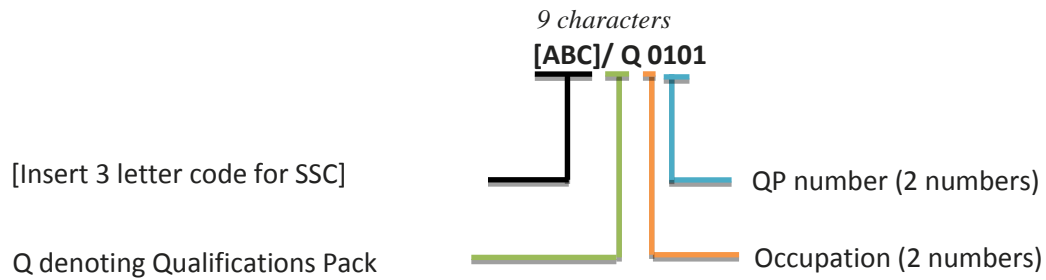
Acronyms

	specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment in today’s world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
CAD	Computer Aided Design
CAM	Computer Aided Manufacturing
IPR	Intellectual Property Rights
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

Annexure

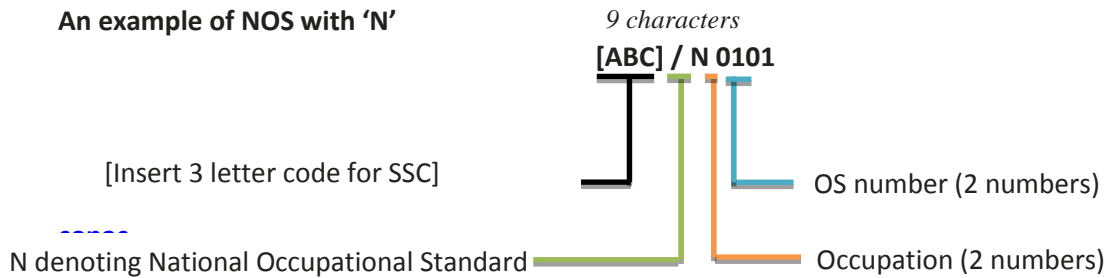
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Qualifications Pack- Product Development Manager
 Qualification Pack Qualifications Pack- Product Development Manager
 Sector Skill Council

GEMS & JEWELLERY

Assessment Strategy			Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical
1. G&J/N2305 Develop jewellery products	Managing team	PC1. accurately assess designer's capabilities and work load in order to distribute work for maximum productivity	1	5
		PC2. ensure overall performance of the team	0	5
		PC3. accurately plan for capacity expansions	1	5
		PC4. impart quality training for the team members	0	5
		PC5. anticipate and alert about any disruptions and worker's capabilities	1	5
		PC6. resolve team member grievances	1	5
	Develop jewellery products	PC7. plan and implement product development plan	0	5
		PC8. identify product categories at different price points	1	5
		PC9. accurately estimate price points of the new products	1	5
		PC10. create collections for the specific season, exhibitions, customers and/or market	1	5
		PC11. ensure timely delivery of product samples to marketing department	0	4
		PC12. create new successful jewellery products per year	0	4
	Productivity	PC13. make timely delivery of jewellery products for launching in the market	0	2
		PC14. develop number of successful products as per target given	0	2
		PC15. ensure defect free output with minimal hazards	0	2
	Quality of output	PC16. showcase products with unique and appealing design within the range of price points	0	3
		PC17. synchronise products based on inputs from marketing and production department	0	3
			7	70
2. G&J/N9901 Respect and maintain IPR	Respecting and Maintaining IPR	PC1. be able to spot plagiarism and report	1	0
		PC2. be aware of patents and IPR	1	0

		PC3. not be involved in IPR violations	1	0
			3	0
3. G&J/N9904 Coordinate with various stakeholders related to product development	Interaction with product development department	PC1. understand the work output requirements	1	1
		PC2. comply with company policy and rule	1	0
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	1
	Interactions with colleagues and other departments	PC4. put team over individual goals	1	0
		PC5. resolution conflicts among team members as well as other departments	1	0
		PC6. multi-task activities involved in the product development	1	0
	Interaction with marketing department and customers	PC7. understand the jewellery design trends	0	1
		PC8. understand customer requirement	0	1
		PC9. resolve customer queries and provide quality output	0	2
			6	6
4. G&J/N9905 Maintain occupational health and safety	Communicating potential accident points	PC1. spot and report potential hazards on time	1	0
		PC2. follow company policy and rules regarding use of hazardous materials	1	2
		PC3. attend and actively participate in the health and safety campaigns organised by the company	1	0
	Using safety gear	PC4. use or wear safety gear as per the rules of the company	1	2
			4	4
			20	80
			100	