

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LIFE SCIENCES INDUSTRY

### What are Occupational Standards (OS)?

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

Contact Us:  
New Delhi

E-mail:



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### Introduction

## Qualifications Pack- Coordination Manager – Life Sciences

**SECTOR:** LIFE SCIENCES

**SUB-SECTOR:** PHARMACEUTICAL AND BIOPHARMACEUTICAL

**OCCUPATION:** SUPPLY CHAIN MANAGEMENT

**REFERENCE ID:** LFS/Q0605

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

**Coordination Manager** is responsible for the supervision of the inbound and outbound goods and inventory, managing the buying and delivery process of goods and the placement and delivery of purchase orders.

**Brief Job Description:** Coordination Manager streamlines various functions of supply chain management, plans and controls supply chain management process, manages and coordinates with people across supply chain function, regulates compliance and carry out reporting and documentation.

**Personal Attributes:** The individual should have in depth knowledge and understanding of supply chain concepts and applications. He/She should have sound computer skills—database, spreadsheet, statistics applications, and logistics software package. He/she should also possess good negotiation skills.

Qualifications Pack Code	LFS/Q0605		
Job Role	Coordination Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Life Sciences	Drafted on	15/12/14
Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	01/08/16
Occupation	Supply Chain Management	Next review date	01/08/19
NSQC Clearance on	20/07/2015		

Job Role	Coordination Manager – Life Sciences
Role Description	Responsible for streamlining various functions of supply chain management, plans and controls supply chain management process, manages and coordinates with people across supply chain function, regulates compliance and carry out reporting and documentation.
NSQF level	6
Minimum Educational Qualifications	B.Tech/ Graduate in any field/ B.Pharma (Preferable)
Maximum Educational Qualifications	M. Pharma/ Management Degree
Training (Suggested but not mandatory)	On the job training
Minimum Job Entry Age	25 Years
Experience	5-6 years of experience in the related field
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">LFS/N0606: Streamline the various functions of supply chain management</a></li> <li><a href="#">LFS/N0607: Plan and control supply chain management process</a></li> </ol>

3. [LFS/N0608: Manage, coordinate and interact with people across supply chain function](#)

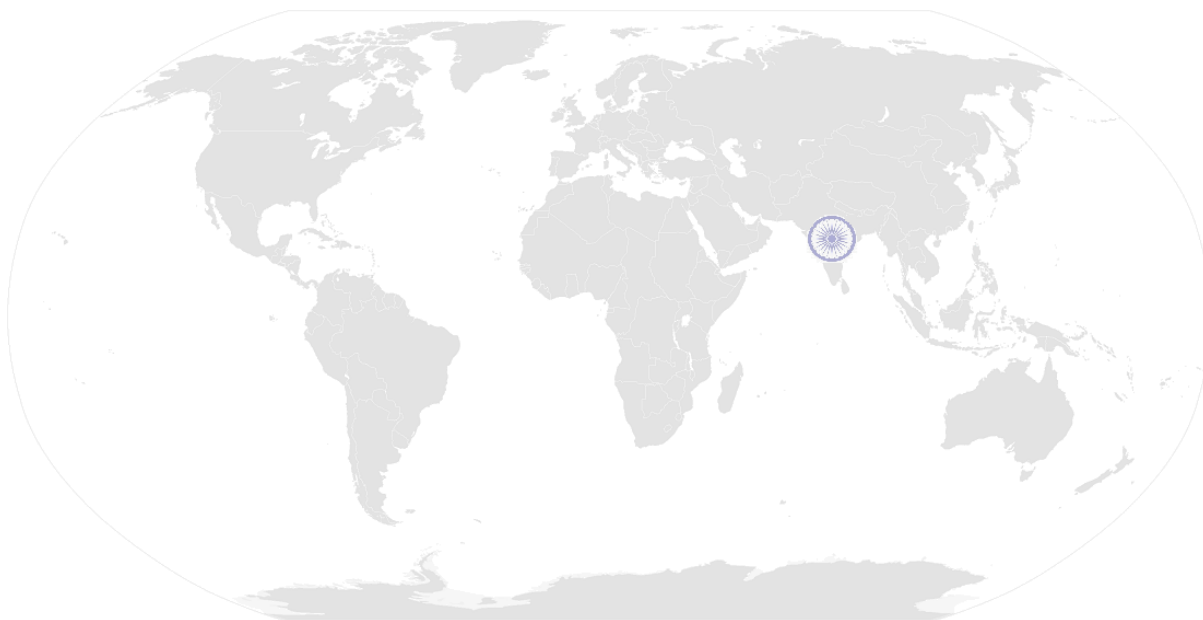
	<ol style="list-style-type: none"><li>4. <a href="#">LFS/N0609: Ensure compliance and exchange of information</a></li><li>5. <a href="#">LFS/N0102: Carry out reporting and documentation</a></li></ol> <p><b>Optional:</b> N.A.</p>
<b>Performance Criteria</b>	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
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 NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skill Qualifications Framework
NCO-2004	National Classification of Occupations-2004
OS	Occupational Standard(s)
QP	Qualifications Pack
SAP	System Application and Products
PPC	Product Planning and Control
SOP	Standard Operating Procedure
APICS	American Production and Inventory Control Society
CIPM/ CSCP	Certificate of Inventory and Product Management/ Certified Supply Chain Professional

LFS/N0606 : Streamline the various functions of supply chain management

# National Occupational Standards



## Overview

This Occupational Standard is about the knowledge, understanding and skills required by a Coordination Manager for aligning supply chain activities, developing systems and understanding commercial and managing orders and potential challenges.

**LFS/N0606 : Streamline the various functions of supply chain management**

National Occupational Standard	<b>Unit Code</b>	<b>LFS/N0606</b>
	<b>Unit Title (Task)</b>	<b>Streamline the various functions of supply chain management</b>
	<b>Description</b>	This OS is about a Coordination Manager aligning supply chain activities, developing systems and understanding commercial and managing orders and potential challenges.
	<b>Scope</b>	The unit /task covers the following : <ul style="list-style-type: none"> <li>• Alignment of supply chain activities</li> <li>• Systems Development and Commercial Understanding</li> <li>• Manage Orders &amp; Potential Challenges</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Alignment of supply chain activities	To be competent, the user/individual on the job must : <ul style="list-style-type: none"> <li>PC1. work closely with planner</li> <li>PC2. analyse the movement of imported goods into the branches to optimize service at the lowest transportation cost</li> <li>PC3. direct the movement of imported goods into the branches</li> <li>PC4. balance the inventory levels of imported goods across the branch network</li> <li>PC5. analyse reports to identify issues with import supply chain</li> <li>PC6. coordinate appropriate methods to distribute products to branches in a cost effective manner</li> <li>PC7. work closely with demand planning to understand demand fluctuations or issues</li> <li>PC8. conduct and facilitate service area and state-wide product evaluations</li> <li>PC9. process and resolve issues via SAP APO system</li> <li>PC10. set up special logistics arrangements as needed for delivery of goods</li> <li>PC11. work closely with domestic expeditor responsible for branch deployment to provide direction on specific deployments targeted at improved service</li> </ul>
	Systems Development and Commercial Understanding	<ul style="list-style-type: none"> <li>PC12. review and develop all current supply chain systems to ensure they are fit for purpose and accurate</li> <li>PC13. ensure all current systems are managed in the most efficient way</li> <li>PC14. ensure a pro-active approach at all times within the role, keeping a commercial focus</li> <li>PC15. reporting any areas of potential concern to the right people within the department</li> </ul>
	Manage Orders & Potential Challenges	<ul style="list-style-type: none"> <li>PC16. ensure any inconsistencies with orders are resolved in a timely manner</li> <li>PC17. provide suggestions for improvement to ensure cost control and minimization of costs</li> <li>PC18. support in following up with insurance claims</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the Company/)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organizational coding system of finished material, compounds and company manual</li> </ul>	



**LFS/N0606 : Streamline the various functions of supply chain management**

<p>Organisation and its processes)</p>	<p>KA2. escalation matrix for reporting identified issues, hazards and breakage KA3. impact of various practices on cost, quality, productivity, delivery and safety KA4. reporting incidents where standard operating procedures are not followed</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to have:</p> <p>KB1. sound knowledge of supply chain management, operations and business KB2. APICS CPIM/CSCP certification or certification in progress preferable KB3. sound computer skills—database, spreadsheet, statistics applications, and logistics software package KB4. knowledge and understanding of supply chain concepts and application (e.g., just in time, material requirement planning) KB5. knowledge of supply chain best practices, inside the retail industry segment KB6. strong working knowledge of ERP platforms KB7. strong working knowledge of an integrated planning tool such as SAP SCM</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA2. maintain proper and concise records as per given format SA3. good report writing skills</p> <p><b>Reading and understanding skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards etc. SA5. read images, graphs, diagrams SA6. understand the various coding systems as per company norms</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate with job owners like sample originating section, supplier etc. SA8. disclose information only to those who have the right and need to know it SA9. work in a team and other behavioural skills required to support the small group activities (E.g. Quality Circle, Cross Functional Team, Suggestion Scheme) SA10. communicate confidential and sensitive information discretely to authorized person as per SOP SA11. communicate with people in a form and manner and using language that is open and respectful SA12. maintain confidentiality of information and data SA13. clear and timely communication for trust building</p>

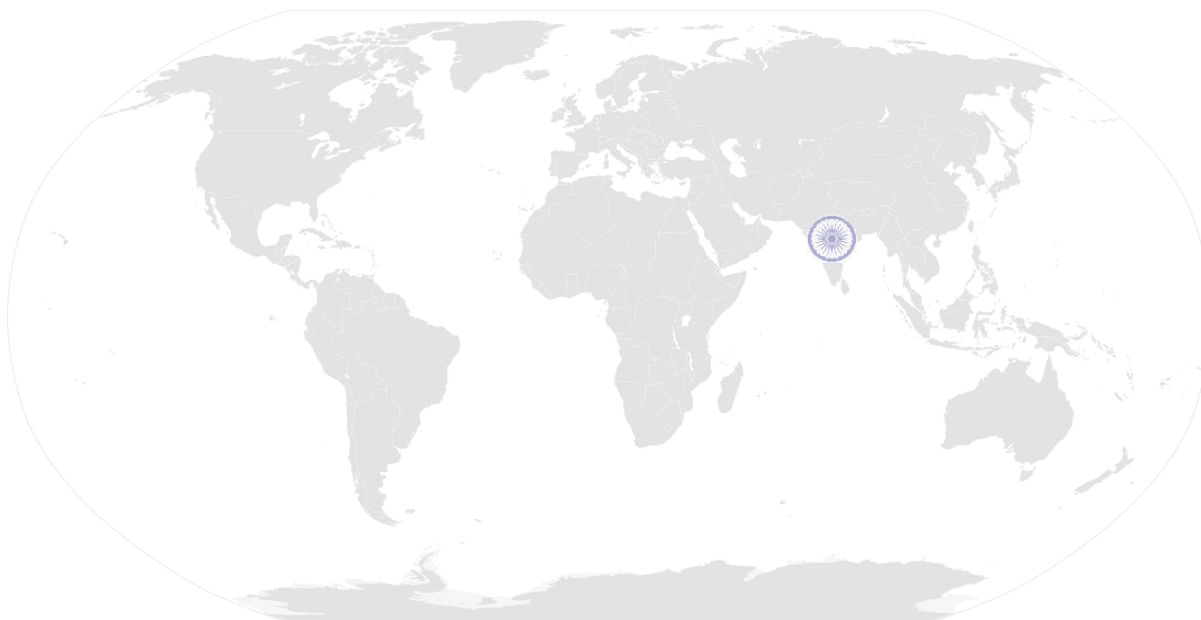
**LFS/N0606 : Streamline the various functions of supply chain management**

	SA14. ability to effectively negotiate the quality, quantity and price SA15. create an understanding and reach mutually agreed compromises
<b>B. Professional Skills</b>	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB1. think through the problem, evaluate and execute the possible solutions SB2. build rapport with colleagues and clients SB3. identify immediate or work around solutions to avoid delays or bottlenecks SB4. ability to communicate, solve conflicts, negotiate on behalf of the team and company
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB5. spot and communicate potential areas of disruptions to work process and report the same
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB6. develop specific goals and plans to priorities SB7. ability to work with minimal supervision. SB8. organize and accomplish work SB9. follow up with other members to evaluate progress, give constructive feedback and praise to other for work well done SB10. take initiative to enhance/learn skills in one's area of work SB11. capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning SB12. work effectively within demanding timelines SB13. organizing and planning much time for specific activities SB14. open to new ways of doing things
	<b>Decision Making</b>
The user/individual on the job needs to know and understand how to:	
SB15. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB16. collaborate with others when making decisions SB17. deal with a colleague individually, depending on the type of concern	
<b>Analytical Thinking</b>	
NA	
<b>Customer Centricity</b>	
NA	

LFS/N0606 : Streamline the various functions of supply chain management

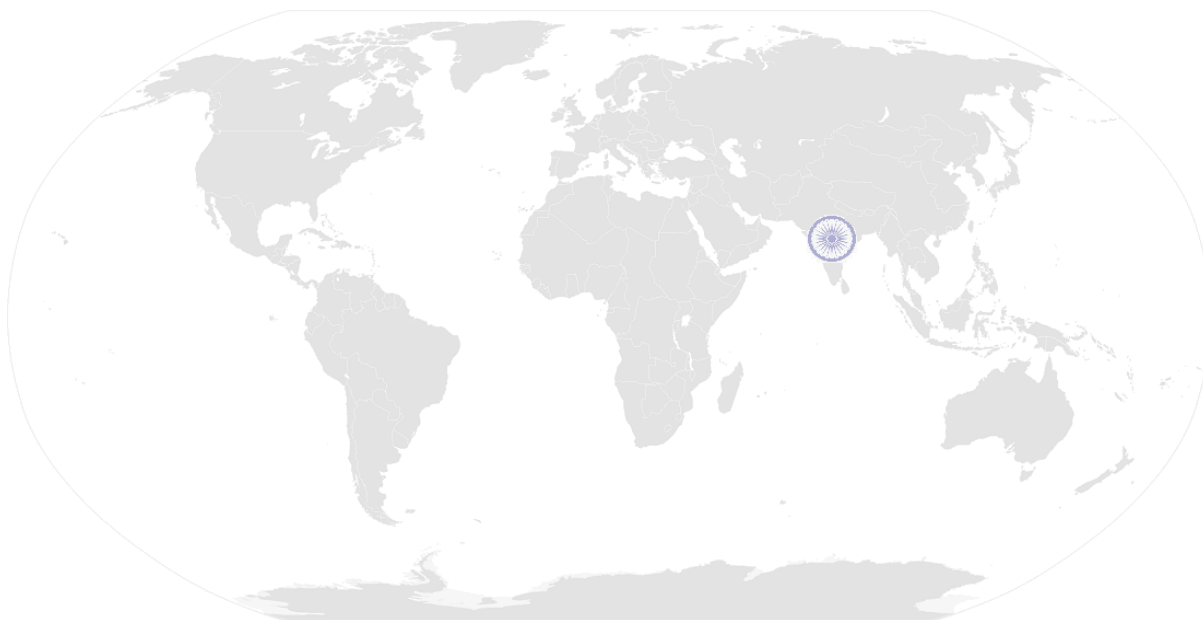
## NOS Version Control

NOS Code	LFS/N0606		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Industry Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	01/08/16
Occupation	Supply Chain Management	Next review date	01/08/19



LFS/N0607 : Plan and control supply chain management process

# National Occupational Standards



## Overview

**This Occupational Standard is about a Coordination Manager preparing customized plans for supply chain management, assessing and reviewing policies, procedures and guidelines.**

### LFS/N0607 : Plan and control supply chain management process

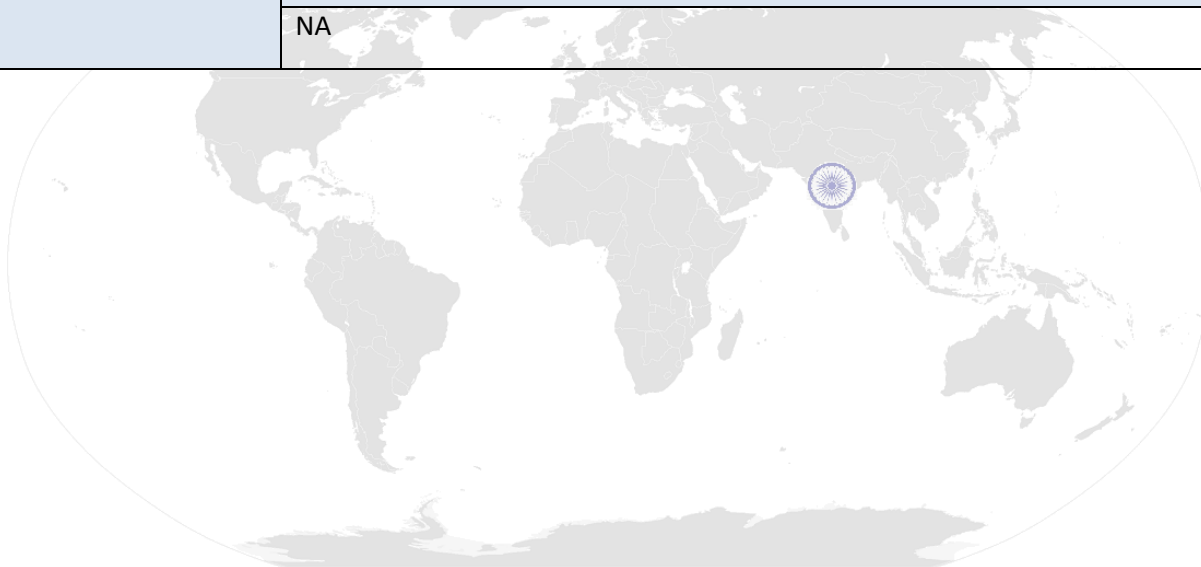
National Occupational Standard	<b>Unit Code</b>	LFS/N0607
	<b>Unit Title (Task)</b>	Plan and control supply chain management process
	<b>Description</b>	This NOS unit is about a Coordination Manager preparing customized plans for supply chain management, assessing and reviewing policies, procedures and guidelines.
	<b>Scope</b>	The unit /task covers the following : <ul style="list-style-type: none"> <li>• Customization of plans for cost efficiency and effectiveness</li> <li>• Assessment and review of policies, procedures and guidelines</li> </ul>
	<b>Performance Criteria (PC) w.r.t the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Customization of plans for cost efficiency and effectiveness	To be competent, the user/individual on the job must have: <ul style="list-style-type: none"> <li>PC1. capacity planning from a short to long term perspective, identifying gaps and suggesting proposals to enhance performance</li> <li>PC2. design, develop and implement customized plans for efficient and cost effective supply-chain management as per set targets</li> <li>PC3. implement strategies to improve systems with strong focus on meeting inventory keeping norms and customer satisfaction as top priorities</li> </ul>
	Assessment and review of policies, procedures and guidelines	<ul style="list-style-type: none"> <li>PC4. ensure regular assessment of policies, procedures and guidelines</li> <li>PC5. review of policies, procedure and guidelines to match the overall business goals</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. impact of various practices on cost, quality, productivity, delivery and safety</li> <li>KA2. measures, steps and possible solutions that have been taken/identified to address the previous problems</li> <li>KA3. the correct method for carrying out corrective actions outlined for each problem</li> </ul>
<b>B Technical Knowledge</b>	The user/individual on the job needs have: <ul style="list-style-type: none"> <li>KB1. knowledge and understanding of supply chain concepts and application (e.g., just in time, material requirement planning)</li> <li>KB2. knowledge of supply chain best practices, inside the retail industry segment</li> <li>KB3. knowledgeable of lean six sigma principles and standard project management processes</li> <li>KB4. strong working knowledge of ERP platforms</li> <li>KB5. strong working knowledge of an integrated planning tool such as SAP SCM</li> </ul>	
<b>Skills (S)</b>		

**LFS/N0607 : Plan and control supply chain management process**

<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:  SA1. maintain proper and concise records as per given format SA2. good report writing skills
	<b>Reading and understanding skills</b>
	The user/individual on the job needs to know and understand how to:  SA3. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards etc. SA4. read images, graphs, diagrams SA5. understand the various coding systems as per company norms
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:  SA6. communicate with job owners like sample originating section, supplier etc. SA7. communicate confidential and sensitive information discretely to authorized person as per SOP SA8. communicate with people in a form and manner and using language that is open and respectful SA9. maintain confidentiality of information and data SA10. build rapport with colleagues and clients
	<b>Critical Thinking</b>
	SB1. spot and communicate potential areas of disruptions to work process and report the same
<b>B. Professional Skills</b>	<b>Analytical Thinking</b>
	The user/individual on the job needs to know:  SB2. application of statistics to analyse data SB3. use of computer/ application software to maintain data SB4. attention to detail
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB5. ability to communicate, solve conflicts, negotiate on behalf of the team and company
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB6. develop specific goals and plans to priorities SB7. organize and accomplish work

**LFS/N0607 : Plan and control supply chain management process**

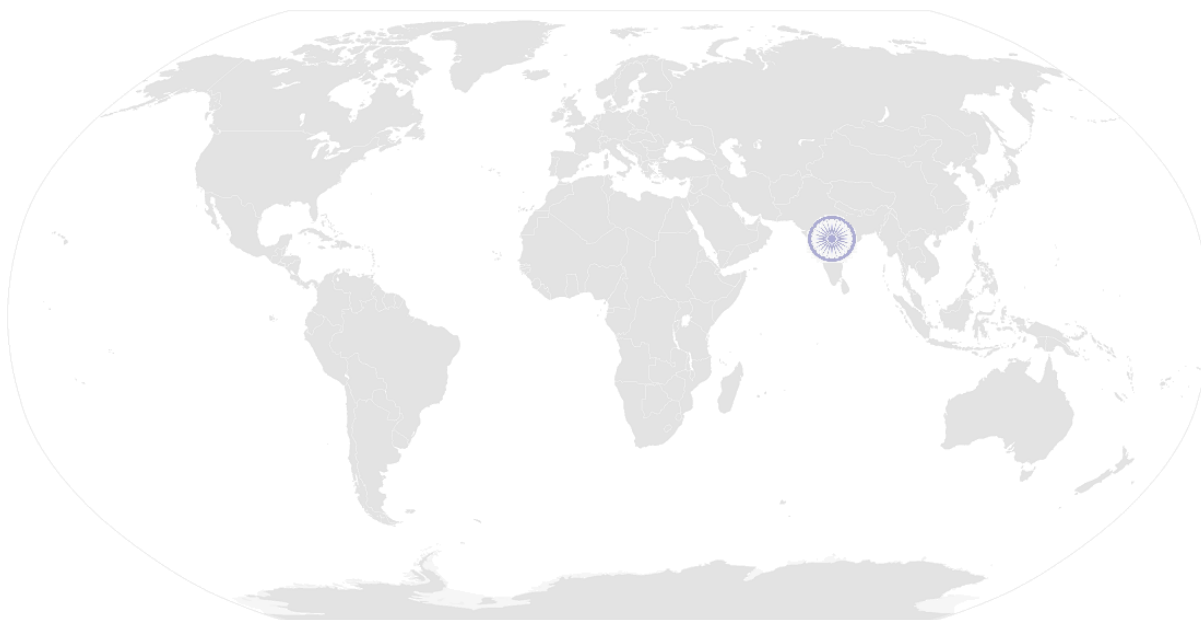
	<p>SB8. follow up with other members to evaluate progress, give constructive feedback and praise to other for work well done</p> <p>SB9. capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyze one’s learning</p> <p>SB10. open to new ways of doing things</p> <p>SB11. work effectively within demanding timelines</p> <p>SB12. organizing and planning much time for specific activities</p> <p>SB13. effective delegation and leading without authority</p>
	<b>Decision Making</b>
	<p>SB14. collaborate with others when making decisions</p> <p>SB15. deal with a colleague individually, depending on the type of concern</p> <p>SB16. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>
	<b>Customer Centricity</b>
	NA



LFS/N0607 : Plan and control supply chain management process

**NOS Version Control**

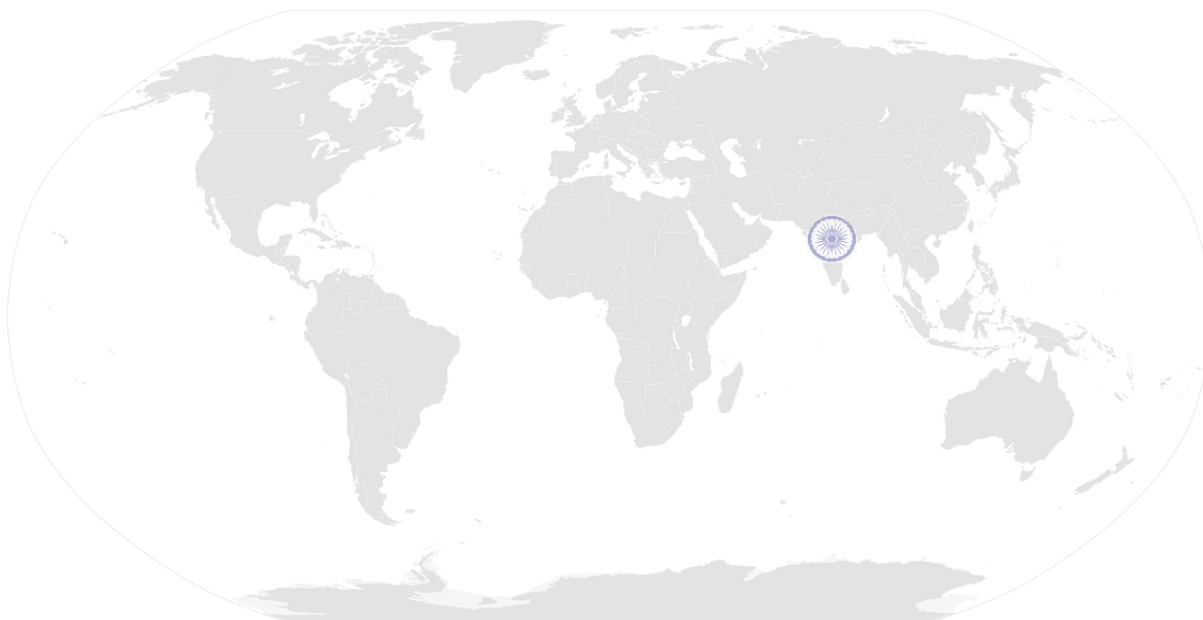
<b>NOS Code</b>	<b>LFS/N0607</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Life Sciences</b>	<b>Drafted on</b>	<b>15/12/14</b>
<b>Industry Sub-sector</b>	<b>Pharmaceutical and Biopharmaceutical</b>	<b>Last reviewed on</b>	<b>01/08/16</b>
<b>Occupation</b>	<b>Supply Chain Management</b>	<b>Next review date</b>	<b>01/08/19</b>





LFS/N0689 : Manage, coordinate and interact with people across supply chain function

# National Occupational Standards



## Overview

This Occupational Standard is about the knowledge, understanding and skills required by a Coordination Manager for managing team and interacting with internal and external people.

**LFS/N0689 : Manage, coordinate and interact with people across supply chain function**

National Occupational Standard	<b>Unit Code</b>	<b>LFS/N0608</b>
	<b>Unit Title (Task)</b>	<b>Manage, coordinate and interact with people across supply chain function</b>
	<b>Description</b>	This NOS unit is about the Coordination Manager managing team and interacting with internal and external people.
	<b>Scope</b>	The unit /task covers the following : <ul style="list-style-type: none"> <li>• Managing teams</li> <li>• Interaction with internal people</li> <li>• Interaction with external people</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Managing teams	To be competent, the user/individual on the job must be able to: <p>PC1. confer with planning team to eliminate difficulties and delays.</p> <p>PC2. manage effective relationships with members of the supply chain by utilizing key negotiation skills effectively</p> <p>PC3. working closely with both the planning and purchasing department to ensure effective communication routes are open and all parties are up to date with activities</p> <p>PC4. lead various functional teams through all stages of the process ensuring accurate and actionable volume plans</p> <p>PC5. convey organizational strategy to the teams</p> <p>PC6. ensure that the team is onboard with the organizational strategies</p> <p>PC7. communicate departmental objectives and provide leadership direction to achieve goals</p> <p>PC8. manage and support recruitment</p> <p>PC9. delineation of individual roles, appropriate delegation of responsibility</p> <p>PC10. set KRA's for direct reports, monitor overall team's KRA's, conduct performance appraisal, ensure clarity</p> <p>PC11. facilitate the development of subordinates through constant on and off the job learning, job rotation etc.</p> <p>PC12. guide, motivate and develop the sub-ordinates.</p> <p>PC13. oversee staff deployment and drive motivation levels of the team</p> <p>PC14. monitor staff welfare and facilitate complaint resolution</p> <p>PC15. manage efficiency levels and drive timely delivery of all operational targets</p>
	Interaction with internal people	PC16. managers- Provide inputs around supply chain management process to be able to align organizational goals and take key business decisions <p>PC17. quality Head – Collaborate to ensure the effectiveness of existing processes and to incorporate improvements, if any</p>

**LFS/N0689 : Manage, coordinate and interact with people across supply chain function**

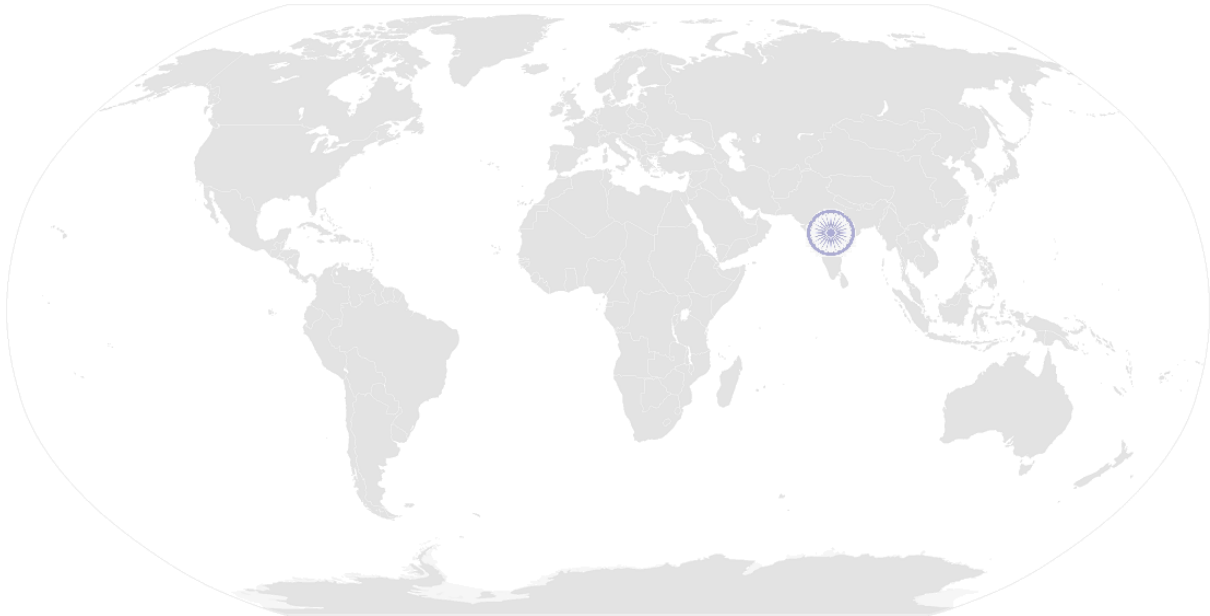
	<p>PC18. department Heads- SAP Cell, Stores, Dispatch, PPC (Production, Planning &amp; Control), Support- Materials, Total Cost Management Control – Collaborate to gather critical information, facts and data from the business</p> <p>PC19. front line business heads- continuous interaction with the front line sales/commercial business heads to ensure demand consolidation, validation and thereafter suggest corrections</p> <p>PC20. stay in touch with ground reality to ensure effective implementation of key business decisions, to ensure availability for reviews, and discuss implementation plans</p>
Interaction with external people	PC21. suppliers, contractors and vendors - Continuous evaluation and maintaining long term relationships with the vendors and contractors and ensuring all Company policies and procedures are followed
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. risk and impact of not following defined procedures/work instructions</p> <p>KA2. escalation matrix for reporting identified issues, hazards and breakage</p> <p>KA3. types of documentation in organization, importance of maintaining the same and different methods of recording information</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA4. knowledge on different market players and their vendors</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail</p> <p>SA2. maintain proper and concise records as per given format</p> <p>SA3. good report writing skills</p>
	<p><b>Reading and Understanding Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read and understand manuals, SOPs, health and safety instructions, memo</p> <p>SA2. read images, graphs, diagrams</p> <p>SA3. understand the various coding systems as per company norms</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communication with upstream and downstream teams</p> <p>SA5. communicate with job owners like sample originating section, supplier etc.</p>	

**LFS/N0689 : Manage, coordinate and interact with people across supply chain function**

	<p>SA6. communicate with people in a form and manner and using language that is open and respectful</p> <p>SA7. resolve any difficulties in relationships with colleagues , in a way that preserves goodwill and trust</p> <p>SA8. maintain confidentiality of information and data</p> <p>SA9. clear and timely communication for trust building</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. spot and communicate potential areas of disruptions to work process and report the same</p> <p>SB3. deal with a colleague individually, depending on the type of concern</p> <p>SB4. strong emotional intelligence and communication skills that facilitate decision making and execution</p>
	<b>Plan and Organise</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. develop specific goals and plans to priorities</p> <p>SB6. organize and accomplish work</p> <p>SB7. follow up with other members to evaluate progress, give constructive feedback and praise to other for work well done</p> <p>SB8. take responsibility for completing one's own work assignment</p> <p>SB9. take initiative to enhance/learn skills in one's area of work</p> <p>SB10. capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning</p> <p>SB11. ability to work with minimal supervision</p> <p>SB12. open to new ways of doing things</p> <p>SB13. effective delegation and leading without authority</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. ability to communicate, solve conflicts, negotiate on behalf of the team and company</p> <p>SB15. deal with a colleague individually, depending on the type of concern</p> <p>SB16. think through the problem, evaluate the information and take necessary actions to resolve the issues</p>
	<b>Critical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p>

**LFS/N0689 : Manage, coordinate and interact with people across supply chain function**

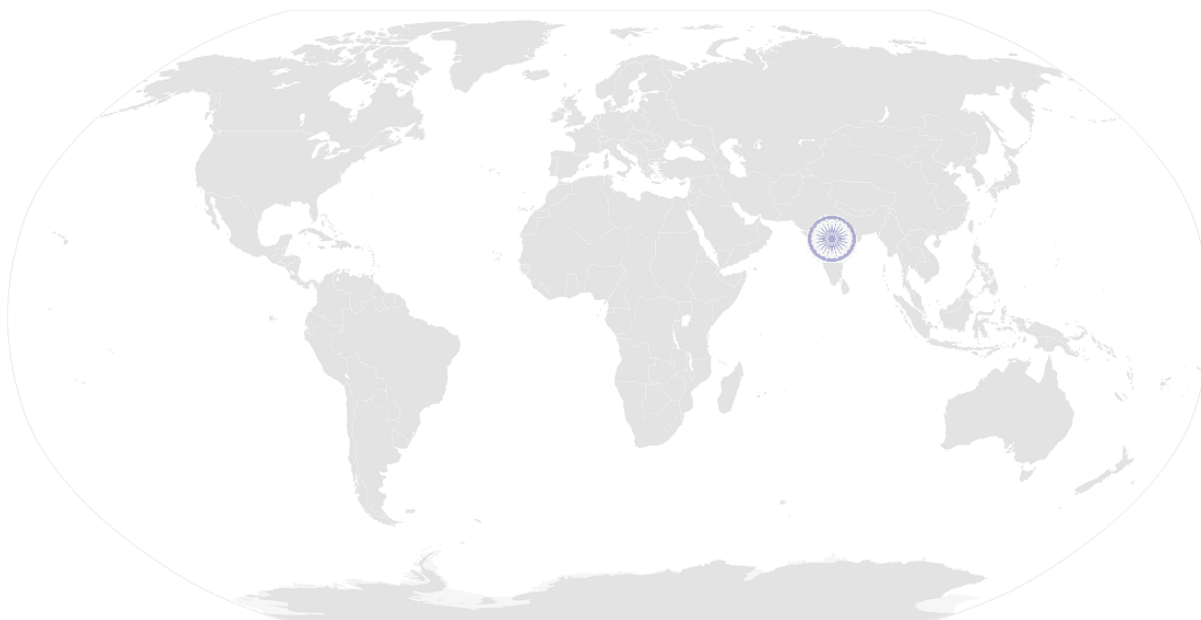
	SB17. spot and communicate potential areas of disruptions to work process and report the same
	<b>Analytical Thinking</b>
	NA
	<b>Customer Centricity</b>
	NA



LFS/N0689 : Manage, coordinate and interact with people across supply chain function

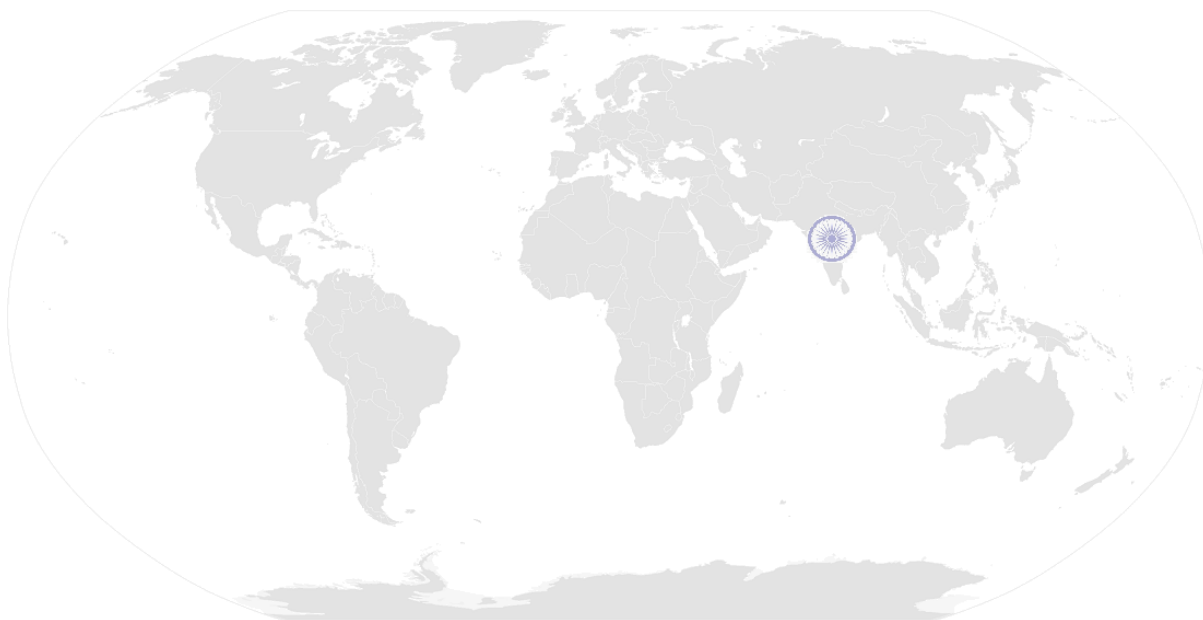
## NOS Version Control

<b>NOS Code</b>	<b>LFS/N0608</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Life Sciences</b>	<b>Drafted on</b>	<b>15/12/14</b>
<b>Industry Sub-sector</b>	<b>Pharmaceutical and Biopharmaceutical</b>	<b>Last reviewed on</b>	<b>01/08/16</b>
<b>Occupation</b>	<b>Supply Chain Management</b>	<b>Next review date</b>	<b>01/08/19</b>



LFS/N0609 : Ensure compliance and exchange of information

# National Occupational Standards



## Overview

This Occupational Standard is about the knowledge, understanding and skills required by a Coordination Manager for ensuring regulatory compliance and exchange of information.

### LFS/N0609 : Ensure compliance and exchange of information

National Occupational Standard	<b>Unit Code</b>	LFS/N0609
	<b>Unit Title (Task)</b>	Ensure compliance and exchange of information
	<b>Description</b>	This NOS unit is about the Coordination Manager ensuring regulatory compliance and exchange of information.
	<b>Scope</b>	The unit /task covers the following : <ul style="list-style-type: none"> <li>• Ensure regulatory compliance</li> <li>• Exchange of information</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Ensure regulatory compliance	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. review SAP periodic reports to carry out the departmental checks in compliance with rules and regulations and other statutory requirements</li> <li>PC2. review updates on cost impacts, cost estimates, stock management, feasibility analysis to carry out the departmental functions in compliance with rules and regulations and other statutory requirements</li> <li>PC3. identify variation from the regulatory guidelines and correction of the same</li> <li>PC4. comply with organization’s policies, procedures, guidelines</li> </ul>
	Exchange of information	PC5. maintain confidentiality of strategic information PC6. communicate information to all relevant people in timely manner
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. risk and impact of not following defined procedures/work instructions</li> <li>KA2. escalation matrix for reporting identified issues, hazards and breakage</li> <li>KA3. types of documentation in organization, importance of maintaining the same and different methods of recording information</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. knowledge and understanding of supply chain concepts and application (e.g., just in time, material requirement planning)</li> <li>KB2. knowledgeable of lean six sigma principles and standard project management processes</li> <li>KB3. strong working knowledge of ERP platforms</li> <li>KB4. strong working knowledge of an integrated planning tool such as SAP SCM</li> <li>KB5. knowledge of supply chain best practices, inside the retail industry segment</li> </ul>	
<b>Skills (S)</b>		
	<b>Writing skills</b>	



**LFS/N0609 : Ensure compliance and exchange of information**

<b>A. Core Skills/ Generic Skills</b>	The user/ individual on the job needs to know and understand how to:  SA1. maintain proper and concise records as per given format SA2. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail
	<b>Reading skills</b>
	The user/individual on the job needs to know and understand how to:  SA3. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards etc. SA4. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA5. read images, graphs, diagrams
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:  SA6. communication with upstream and downstream teams SA7. communicate with job owners like production manager, regional sales manager, etc. SA8. disclose information only to those who have the right and need to know it SA9. communicate confidential and sensitive information discretely to authorized person as per SOP SA10. communicate with people in a form and manner and using language that is open and respectful SA11. maintain confidentiality of information and data SA12. demonstrate ability to establish rapport and effective working relationships with business partners, department leadership and peers.
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:  SB1. spot and communicate potential areas of disruptions to work process and report the same SB2. deal with a colleague individually, depending on the type of concern SB3. collaborate with others when making decisions
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:  SB4. develop specific goals and plans to priorities SB5. organize and accomplish work SB6. follow up with other members to evaluate progress, give constructive feedback and praise to other for work well done SB7. effective delegation and leading without authority
	<b>Problem Solving</b>

**LFS/N0609 : Ensure compliance and exchange of information**

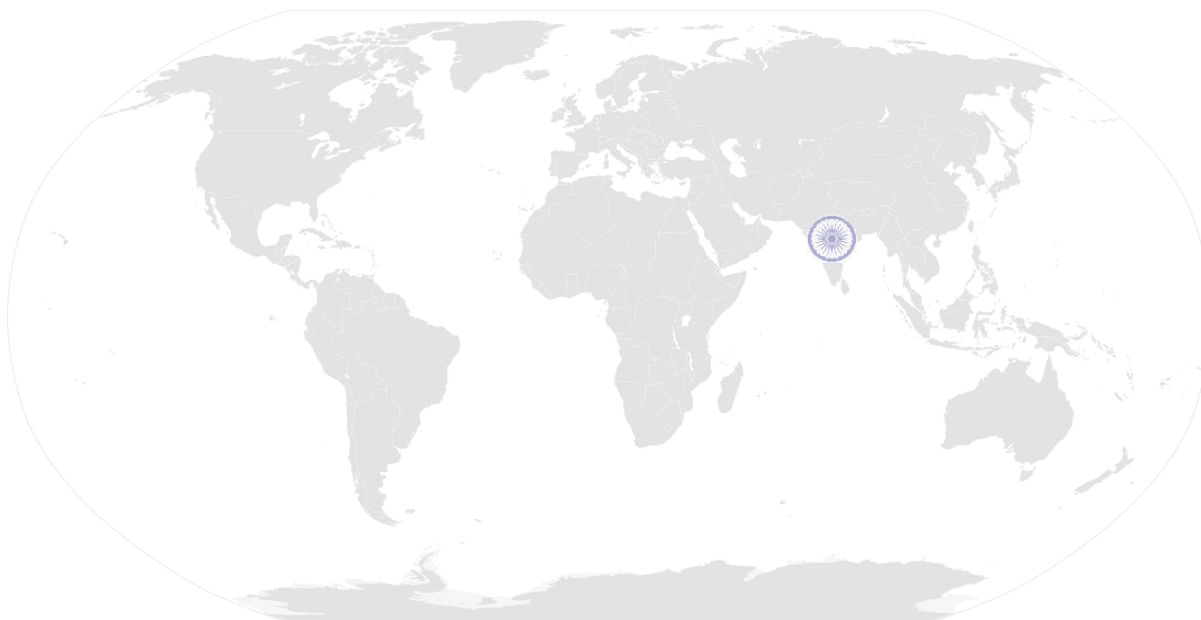
	The user/individual on the job needs to know and understand how to:
	SB8. resolve any difficulties in relationships with colleagues , in a way that preserves goodwill and trust
	SB9. must possess good presentation skills
	SB10. ability to communicate, solve conflicts, negotiate on behalf of the team and company
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB11. application of statistics to resolve issues
SB12. attention to detail	
<b>Critical Thinking</b>	
NA	
<b>Customer Centricity</b>	
NA	



LFS/N0609 : Ensure compliance and exchange of information

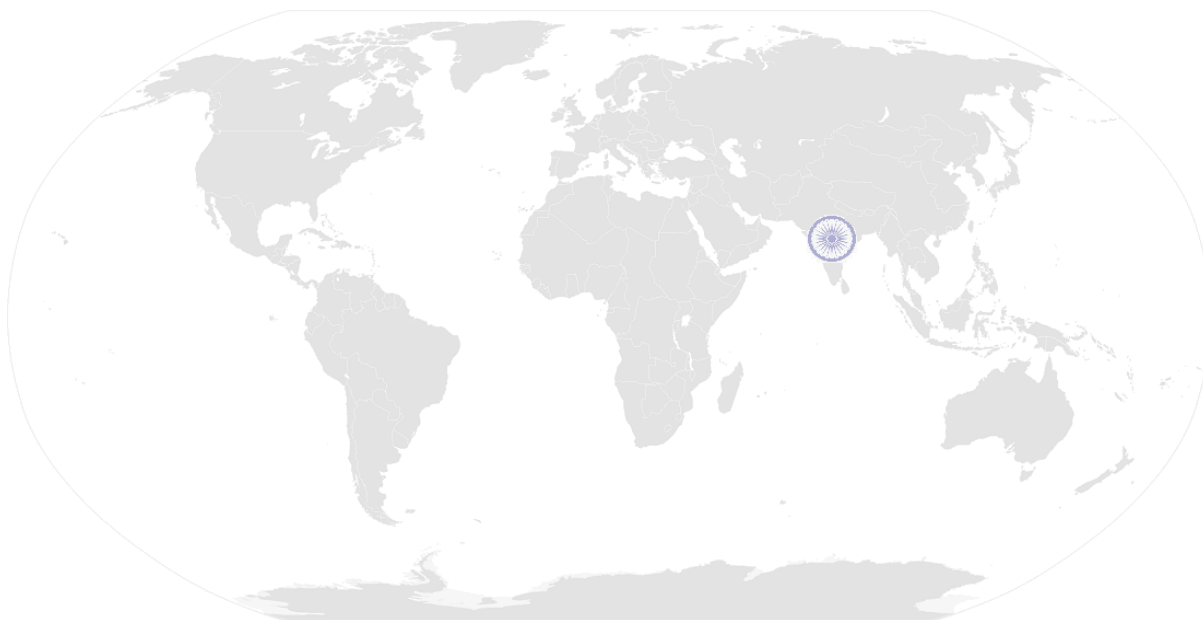
## NOS Version Control

NOS Code	LFS/N0609		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Industry Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	01/08/16
Occupation	Supply Chain Management	Next review date	01/08/19



LFS/N0102 : Carry out reporting and documentation

# National Occupational Standards



## Overview

This Occupational Standard is about the knowledge, understanding and skills required by a Coordination Manager for reporting, recording and documentation of data/problem/incidents etc. and to maintain information security.

**LFS/N0102 : Carry out reporting and documentation**

National Occupational Standard

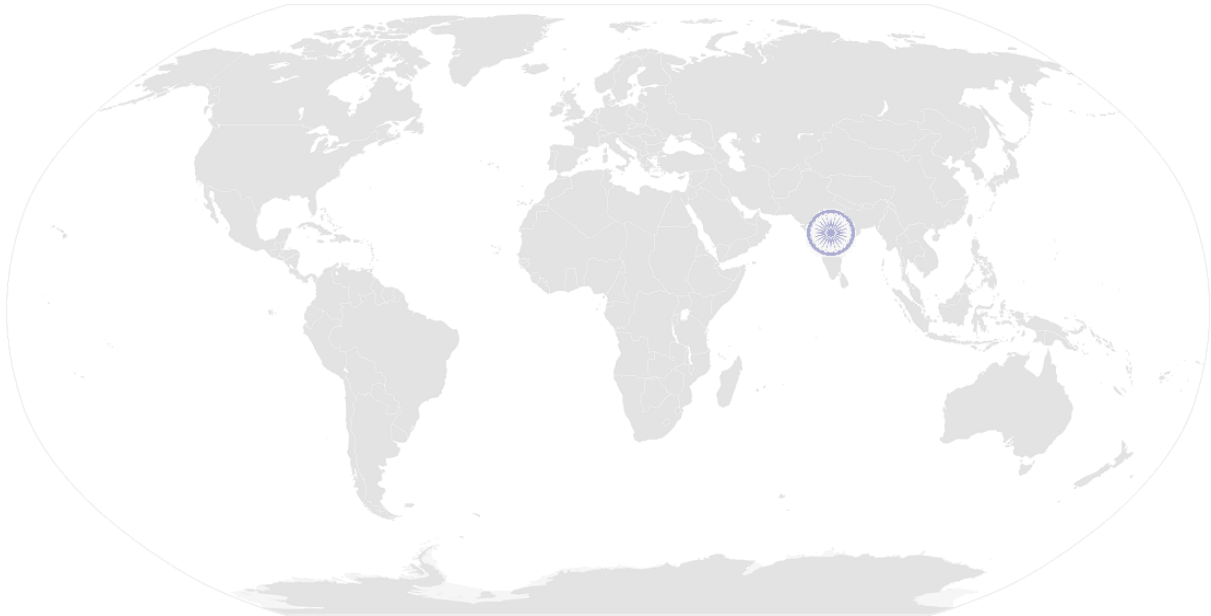
<b>Unit Code</b>	<b>LFS/N0102</b>
<b>Unit Title (Task)</b>	<b>Carry out reporting and documentation</b>
<b>Description</b>	This NOS unit is about the Coordination Manager carrying out necessary reporting and documentation of various events.
<b>Scope</b>	The unit /task covers the following : <ul style="list-style-type: none"> <li>• Reporting</li> <li>• Recording and Documentation</li> <li>• Information Security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
Reporting	To be competent, the user/individual on the job must be able to: <p>PC1. report data/problems/incidents as applicable in a timely manner</p> <p>PC2. report to the appropriate authority as laid down by the company</p> <p>PC3. follow reporting procedures as prescribed by the company</p>
Recording and Documentation	PC4. identify documentation to be completed relating to one’s role
	PC5. record details accurately in an appropriate format
	PC6. complete all documentation within stipulated time according to company procedure
	PC7. ensure that the final document meets regulatory and compliance requirements
	PC8. make sure documents are available to all appropriate authorities to inspect
Information Security	PC9. respond to requests for information in an appropriate manner whilst following organizational procedures
	PC10. inform the appropriate authority of requests for information received
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. types of documentation in organization, importance of maintaining the same and different methods of recording information</p> <p>KA2. reporting incidents where standard operating procedures are not followed</p> <p>KA3. the importance of complete and accurate documentation</p> <p>KA4. knowledge of production workflow sequences and materials demand</p> <p>KA5. escalation matrix for reporting identified issues, hazards and breakage</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents</p>

**LFS/N0102 : Carry out reporting and documentation**

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. record and communicate details of work done to appropriate people using written/typed report
	SA2. maintain proper records as per given format
	<b>Reading skills</b>
The user/individual on the job needs to know and understand how to:	
SA3. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards etc.	
SA4. ability to read and interpret images, graphs, diagrams for typical product specifications, job sheets, procedures, basic machine control panels, material labels and safety information as provided	
SA5. understand the various coding systems as per company norms	
<b>Oral Communication (Listening and Speaking skills)</b>	
The user/individual on the job needs to know and understand how to:	
SA6. disclose information only to those who have the right and need to know it.	
SA7. communicate confidential and sensitive information discretely to authorized person as per SOP	
SA8. communicate with people in a form and manner and using language that is open and respectful	
<b>B. Professional Skills</b>	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB1. attention to detail
	SB2. use of automated report writing and documentation technologies
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB3. suggest improvements(if any) in process based on experience
<b>Plan and Organise</b>	
The user/individual on the job needs to know and understand how to:	
SB4. capacity and skill to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyze one's learning.	
<b>Problem Solving</b>	

**LFS/N0102 : Carry out reporting and documentation**

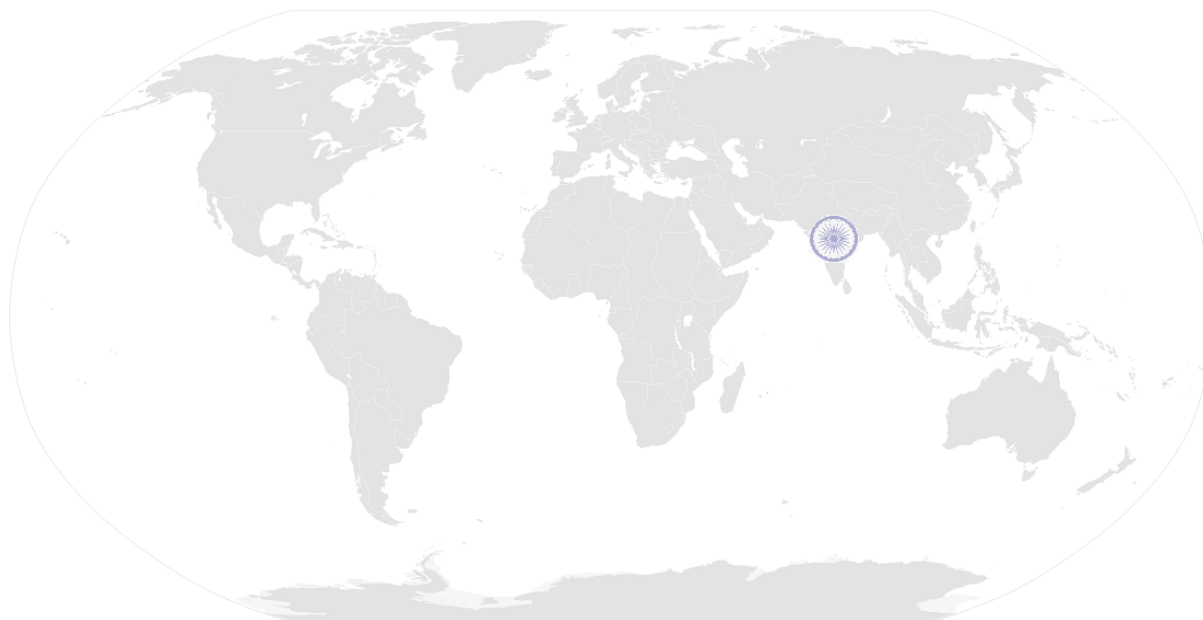
	The user/individual on the job needs to know and understand how to:  SB5. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	<b>Decision Making</b>
	NA
	<b>Customer Centricity</b>
	NA



LFS/N0102 : Carry out reporting and documentation

## NOS Version Control

NOS Code	LFS/N0102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Industry Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	01/08/16
Occupation	Supply Chain Management	Next review date	01/08/19





Qualifications Pack For Coordination Manager – Life Sciences

Annexure

Nomenclature for QP and NOS

**Qualifications Pack**

9 characters

LFS / Q 0101

LFS



QP Number (2 numbers)

Q denoting Qualification Pack

Occupation (2 numbers)

**Occupational Standard**

An example of NOS with 'N'

9 characters

LFS / N 0101

LFS



OS Number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

Qualifications Pack For Coordination Manager – Life Sciences

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

Sub-Sector	Range of Occupation Numbers
Pharmaceutical and Biopharmaceutical and Contract Research	01-10
Pharmaceutical	11-20
Biopharmaceutical	21-30
Contract Research	31-40

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

**Qualifications Pack For Coordination Manager – Life Sciences**

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Coordination Manager – Life Sciences  
**Qualification Pack** LFS/Q0605  
**Sector Skill Council** Life Sciences Sector Skill Development Council

**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 center* (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% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcome	Assessment Criteria of Outcomes	Total Marks (600)	Out Of	Theory	Practical
LFS/N0606 (Streamline the various functions of supply chain management)	PC1. work closely with planner	100	6	3	3
	PC2. analyze the movement of imported goods into the branches to optimize service at the lowest transportation cost		6	2	4
	PC3. direct the movement of imported goods into the branches		6	2	4
	PC4. balance the inventory levels of imported goods across the branch network		6	3	3
	PC5. analyze reports to identify issues with import supply chain		8	4	4
	PC6. coordinate appropriate methods to distribute products to branches in a cost effective manner		6	3	3
	PC7. work closely with demand planning to understand demand fluctuations or issues		5	2	3
	PC8. conduct and facilitate service area and state-wide product evaluations		5	2	3
	PC9. process and resolve issues via sap apo system		6	3	3

Qualifications Pack For Coordination Manager – Life Sciences

	PC10.set up special logistics arrangements as needed for delivery of goods		5	3	3
	PC11.work closely with domestic expeditor responsible for branch deployment to provide direction on specific deployments targeted at improved service		6	3	3
	PC12.review and develop all current supply chain systems to ensure they are fit for purpose and accurate		6	3	3
	PC13.ensure all current systems are managed in the most efficient way		5	2	3
	PC14.ensure a pro-active approach at all times within the role, keeping a commercial focus		6	2	4
	PC15.reporting any areas of potential concern to the right people within the department		5	2	3
	PC16.ensure any inconsistencies with orders are resolved in a timely manner		5	2	3
	PC17.provide suggestions for improvement to ensure cost control and minimization		4	2	2
	PC18.support in following up with insurance claims		4	2	2
	<b>Total</b>		<b>100</b>	<b>45</b>	<b>55</b>
LFS/N0607 (Plan and control of supply chain management process)	PC1. capacity planning from a short to long term perspective, identifying gaps and suggesting proposals to enhance performance	<b>100</b>	20	10	10
	PC2. design, develop and implement customized plans for efficient and		20	5	15

Qualifications Pack For Coordination Manager – Life Sciences

	cost effective supply-chain management				
	PC3. implement strategies to improve systems with strong focus on meeting inventory keeping norms and customer satisfaction as top priorities		20	5	15
	PC4. ensure regular assessment of policies		20	10	10
	PC5. review of policies		20	10	10
	<b>Total</b>		<b>100</b>	<b>40</b>	<b>60</b>
LFS/N0608 (Manage, coordinate and interact with people across supply chain function Purpose)	PC1. confer with planning team to eliminate difficulties and delays.	<b>100</b>	4	2	2
	PC2. manage effective relationships with members of the supply chain by utilizing key negotiation skills effectively		4	2	2
	PC3. working closely with both the planning and purchasing department to ensure effective communication routes are open and all parties are up to date with activities		5	2	3
	PC4. lead various functional teams through all stages of the process ensuring accurate and actionable volume plans		6	2	4
	PC5. convey organizational strategy to the teams		4	2	2
	PC6. ensure that the team is onboard with the organizational strategies		4	2	2

Qualifications Pack For Coordination Manager – Life Sciences

PC7. communicate departmental objectives and provide leadership direction to achieve goals	4	2	2
PC8. manage and support recruitment	4	2	2
PC9. delineation of individual roles, appropriate delegation of responsibility	4	2	2
PC10. set KRA's for direct reports, monitor overall team's KRA's, conduct performance appraisal, ensure clarity	4	2	2
PC11. facilitate the development of subordinates through constant on and off the job learning, job rotation etc.	4	2	2
PC12. guide, motivate and develop the sub-ordinates.	5	2	3
PC13. oversee staff deployment and drive motivation levels of the team	5	2	3
PC14. monitor staff welfare and facilitate complaint resolution	5	2	3
PC15. manage efficiency levels and drive timely delivery of all operational targets	6	2	4
PC16. managers- provide inputs around supply chain management process to be able to align organizational goals and take key business decisions	5	2	3
PC17. quality head – collaborate to ensure the effectiveness of	6	3	3

Qualifications Pack For Coordination Manager – Life Sciences

	existing processes and to incorporate improvements, if any				
	PC18.department Heads- SAP Cell, Stores, Dispatch, PPC (Production, Planning & Control), Support-Materials, Total Cost Management Control – Collaborate to gather critical information, facts and data from the business		5	2	3
	PC19.front line business heads- continuous interaction with the front line sales/commercial business heads to ensure demand consolidation,		5	2	3
	PC20.validation and thereafter suggest corrections		5	2	3
	PC21.suppliers, contractors and vendors - continuous evaluation and maintaining long term relationships with the vendors and contractors and ensuring all company policies and procedures are followed		6	3	3
	<b>Total</b>		<b>100</b>	<b>44</b>	<b>56</b>
LFS/N0609 (Ensure compliance and exchange of information Purpose)	PC1. review SAP periodic reports to carry out the departmental checks in compliance with rules and regulations and other statutory requirements	<b>100</b>	30	15	15
	PC2. review updates on cost impacts, cost estimates, stock management, feasibility analysis to carry out the departmental functions in compliance with		20	10	10

Qualifications Pack For Coordination Manager – Life Sciences

	rules and regulations and other statutory requirements				
	PC3. identify variation from the regulatory guidelines and correction of the same		20	10	10
	PC4. comply with organization's policies, procedures, guidelines		10	5	5
	PC5. maintain confidentiality of strategic information		10	5	5
	PC6. communicate information to all relevant people in timely manner		10	5	5
			100	50	50
LFS/N0102 (Carry out reporting and documentation)	PC1. report data/problems/incidents as applicable in a timely manner	100	10	5	5
	PC2. report to the appropriate authority as laid down by the company		10	5	5
	PC3. follow reporting procedures as prescribed by the company		10	5	5
	PC4. identify documentation to be completed relating to one's role		10	5	5
	PC5. record details accurately in an appropriate format		10	5	5
	PC6. complete all documentation within stipulated time according to company procedure		10	5	5
	PC7. ensure that the final document meets regulatory and compliance requirements		10	5	5
	PC8. make sure documents are available to all appropriate authorities to inspect		10	5	5



*Qualifications Pack For Coordination Manager – Life Sciences*

	PC9. respond to requests for information in an appropriate manner whilst following organizational procedures		10	5	5
	PC10.inform the appropriate authority of requests for information received		10	4	6
	Total		100	49	51