

Model Curriculum

Mobile Phone Hardware Repair Technician

SECTOR: ELECTRONICS

SUB-SECTOR: COMMUNICATIONS AND BROADCASTING

OCCUPATION: AFTER SALES SERVICE

REF ID: ELE/Q8104 VERSION 1.0

NSQF LEVEL: 4



Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARD

Is hereby issued by the

Electronics Sector Skills Council of India

for

Skilling Content : Mobile Phone Hardware Repair Technician

Complying to National Occupational Standards of

Job Role/QP : Mobile Phone Hardware Repair Technician, QP No : ELE/Q8104 Level 4

Date of Issuance : 08th May 2017

Valid up to* : 07th May 2018

*Valid upto the next QP Review Date or the date
mentioned above (whichever is earlier)



Authorized Signatory
Electronics Sector Skills Council of India

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MOBILE PHONE HARDWARE REPAIR TECHNICIAN

CURRICULUM / SYLLABUS

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Mobile Phone Hardware Repair Technician” Qualification Pack issued by “Electronic Sector Skill Council”.

Program Name	Mobile Phone Hardware Repair Technician		
Qualification Pack Name & Reference ID. ID	ELE/Q8104 VERSION 1.0		
Version No.	1.0	Version Update Date	07-May-2017
Pre-requisites to Training	ITI		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Receiving procedure of the faulty Mobile Phone : Understanding the Procedure to receive the faulty Mobile Handsets from the Customer • Diagnose the Problem of the Faulty Mobile Phone : Understanding the possible problems talking with the Customer and using diagnostic tools. • Arrangement of Tools and Necessary Parts to Repair the Mobile Phone : Understanding the Tools and Parts Required to Repair the Faulty Mobile Phone. • Repair the Hardware of the Faulty Mobile Phone : Understanding the Repairing Techniques of the Faulty Mobile Phone using tools and equipments. • Repair the Software of the Faulty Mobile Phone : Understanding the Repairing Techniques of the Faulty Mobile Phone using various Software. • Testing the Repaired Mobile phone : Understanding the procedure to test the Repaired Mobile Phone. • Co-ordinating with Colleagues : Understanding the procedures to Co-ordinate with colleagues based on the Company Policy. • Safety Procedures : Understanding to maintain the safety Procedures to Maintain the safe working environment as per the standard. 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Interact with customer and perform front-end repair</p> <p>Theory Duration (hh:mm) 45:00</p> <p>Practical Duration (hh:mm) 45:00</p> <p>Corresponding NOS Code ELE/N8106</p>	<p><u>Engaging with customers</u></p> <p>1. Receive the customers and greet them as per company's norms</p> <p>2. Follow behavioral etiquettes while interacting with customers</p> <p>3. Ensure the customers are comfortable in the store</p> <p>4. Communicate in the language which the customers are comfortable with</p> <p>5. Understand the profile of the customers and offer service</p> <p>6. Inform about repair charges and warranty applicable</p> <p><u>Understanding the complaint</u></p> <p>7. Interact with customers to understand the customer's purpose of visit such as repair of phone, purchase of accessories, software upload, collection of repaired phone</p> <p>8. Listen to customers and understand the customer level complaint such as display not working, not switching on</p> <p>9. Interrogate the customers to assess the cause of problem such as physical damage, uploading of any unauthorized software or application</p> <p>10. Decide on the action to be performed, i.e., front end repair or hardware level repair is required</p> <p>11. Inform customers about the time taken and estimated cost for hardware level repair</p> <p>12. Provide document to customers for collecting the device after repair</p> <p><u>Documenting on computer</u></p> <p>13. Use the system to identify the warranty coverage of the Mobile Phone and other terms and conditions</p> <p>14. Understand the customer relationship management policy of the mobile brand and inform customers about them</p> <p>15. log into customer portal and enter the details of the customer</p>	<ul style="list-style-type: none"> • Computer • Diagnostics tools • CRM software • Company Manual • Complain Book • Receive Register

		<p>and other details such as phone model, complaints, warranty coverage</p> <p>16. Understand and use the interactive ERP system of the company and enter appropriate details</p> <p>17. Use the system to prepare invoice, stock management, order placement, accessories availability, etc.</p> <p><u>Performing front end repair</u></p> <p>18. Identify problem and decide the action to be taken</p> <p>19. Upload only licensed and brand approved applications as per customer requirement using system</p> <p>20. Understand the application and software compatibility with the Mobile Phone and suggest to customers accordingly</p> <p>21. Check the accessories and perform a demo with the customer to ensure their functionality (chargers, SD card, etc)</p> <p>22. Open the panel of the Mobile Phone without damaging them</p> <p>23. Replace the parts such as battery and clean the inner parts of the phone</p> <p>24. Ensure the functionality of the replaced part</p> <p>25. Provide necessary details on the warranty, terms and conditions of the replaced parts</p> <p>26. Educate customers on effective usage of Mobile Phone to save battery and to avoid any repeat problem</p> <p><u>Interacting with superior and meeting target</u></p> <p>27. Understand the work requirement from superior, periodically</p> <p>28. Report to superior on the work completed</p> <p>29. Seek technical assistance from superior whenever required</p> <p>30. Document the work completed on the company ERP software for tracking and future references</p>	
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2	<p>Repair and Rectify the faults in the mobile phone</p> <p>Theory Duration (hh:mm) 45:00</p> <p>Practical Duration (hh:mm) 45:00</p> <p>Corresponding NOS Code ELE/N8107</p>	<p><u>Following standard repair procedure</u></p> <ol style="list-style-type: none"> 1. Follow the standard procedure as documented by the Mobile Phone brand for each model 2. Take anti static precautions before work and wear ESD wrist straps or aprons 3. Follow standard operating procedure while handling hardware modules such as handling KLOB with ESD standards 4. Use recommended tools for specific operation suggested by the brand 5. Maintain zero-material defect during material handling by following standard operating procedure <p><u>Assembling and disassembling the Mobile Phone</u></p> <ol style="list-style-type: none"> 6. Open the outer panel of the Mobile Phone using metal / plastic case opening tools 7. Use the brand recommended screwdrivers to remove the screws to open the inner casing 8. locate the connectors and release them to remove the motherboard from the device 9. Use hot air gun and other devices to remove the LCD screen from the panel 10. Follow similar process and use appropriate tools to assemble the Mobile Phone <p><u>Diagnosing the problem</u></p> <ol style="list-style-type: none"> 11. Understand the customer level complaint and confirm the issue 12. Take preventive measures and identify if there are any other issues in the Mobile Phone 13. Use the self diagnostic tools (similar to power on self test (POST) card) to perform standard diagnosis process and ensure functionality of different parts of the device 14. Follow the standard diagnostic procedure as documented by the Mobile Phone brand for each model 	<ul style="list-style-type: none"> • SMD REWORK STATION. • SOLDERING IRON 10Wt. • MICRO SOLDERING IRON WITH TEMP CONTROL. • BGA KIT. • PPD PASTE. • SOLDER WIRE. • PCB HOLDER. • JUMPER WIRE. • ULTASONIC PCB CLEANER. • MULTI SCREW DRIVE SET. • T-4,T-5 SCREW DRIVER SET. • MOBILE OPENER. • ANTI STATIC MAT. • MAGNIFYING LAMP. • BATTERY BOOSTER. • MULTI CHARGER. • COMPUTER WITH FLASHING UNIT. • FLASHING CABLES. • MOBILE PCB OF DIFFERENT MODELS .
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		<p>15. Check the recently installed application or software and verify the compatibility of the software with the Mobile Phone</p> <p><u>Fixing the software</u></p> <p>16. Check the recently installed application or software and verify the compatibility of the software with the Mobile Phone</p> <p>17. Uninstall the applications that is not compatible or creating issues in the Mobile Phone</p> <p>18. Install the licensed and authorized software's to resolve issues and suiting the customer's requirement</p> <p><u>Repairing the component or module</u></p> <p>19. Understand the scope of component level of repair as suggested by the brand</p> <p>20. Estimate the cost of repair and verify if it is with in Beyond Economic Repair (BER)</p> <p>21. Heat the singled out component using hot air gun to melt the solder joints and remove from KLOB</p> <p>22. Clean the board by melting the old solder and removing</p> <p>23. Place the new component precisely on the board at specified location</p> <p>24. Solder the component on the KLOB using soldering stations</p> <p>25. Ensure the soldering is proper and the component is fixed as per the specification</p> <p>26. Operate automated BGA (ball grid array) work station to precisely remove the chip from the board and repair them</p> <p>27. Perform reballing function by dismantling, heating the chip to be removed from the board, remove the solder remains, put new solder balls, place the chip and solder them with the KLOB</p> <p>28. Check for functioning of the hardware after repairing</p>	
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		<p>29. Ensure that there is no damage of KLOB while removal and fixing of SMD components</p> <p>30. Ensure other components are not damaged while using hot air gun for removal of a component which could cause damage</p> <p>31. Ensure adequate soldering for fixing the component and no further rework is required</p> <p><u>Replacing faulty component</u></p> <p>32. Receive spare module / component from stores</p> <p>33. Identify and decide on replacing the module or component as the appropriate solution</p> <p>34. Take adequate measures and follow procedures when replacing expensive or delicate components such as LCD</p> <p>35. Ensure that cost of replacing is justified as the repair cost is beyond economic repair (BER)</p> <p>36. Ensure that replaced module or component is working and no further rework is required</p> <p><u>Using equipment</u></p> <p>37. Identify and use appropriate tools and manuals for repairing the specific issue</p> <p>38. Prevent any accidents while handling hazardous tools</p> <p>39. Achieve results using appropriate tools for specific rework activity</p> <p>40. Maintain zero-material defect during material handling by following standard operating procedure for tools handling</p> <p><u>Seeking assistance on unresolved faults</u></p> <p>41. Seek technical assistance from engineer on faults that cannot be fixed</p> <p>42. Receive instruction from engineers on use of specific tools or new repair processes</p> <p>43. Discuss with superior if the cost estimate is found to be Beyond Economic repair (BER) and take recommended action</p>	
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		<p>44. Coordinate with superior for performing quality check on the repaired module</p> <p><u>Reporting and achieving productivity target</u></p> <p>45. Report on the work load and completion status</p> <p>46. Submit the appropriate documentation on completion of task assigned</p> <p>47. Document the work completed on the company ERP software for tracking and future references</p> <p>48. Achieve 100% daily and weekly target of number of repairs</p> <p>49. Meet the target of quality as per the Service Level Agreement (SLA) of the brand and avoid rework</p> <p>50. Repair within the turnaround time (TAT) and deliver them</p>	
3	<p>Co-ordinate with Colleagues</p> <p>Theory Duration (hh:mm) 45:00</p> <p>Practical Duration (hh:mm) 45:00</p> <p>Corresponding NOS Code ELE/N9951</p>	<p><u>Interacting with supervisor</u></p> <ol style="list-style-type: none"> 1. Understand and assess work requirements 2. Understand the targets and incentives 3. Understand new operating procedures and constraints 4. Report problems in the field 5. Resolve personnel issues 6. Receive feedback on work standards and customer satisfaction 7. Communicate any potential hazards at a particular location 8. Meet given targets 9. Deliver work of expected quality despite constraints 10. Receive positive feedback on behaviour and attitude shown during interaction <p><u>Coordinating with colleagues</u></p> <ol style="list-style-type: none"> 11. Interact with colleagues from different functions and understand the nature of their work 12. Receive spares from tool room or stores; deposit faulty modules and tools to stores 13. Pass on customer complaints to colleagues in a respective geographical area 14. Assist colleagues with resolving field problems 	

		<p>15. Resolve conflicts and achieve smooth workflow</p> <p>16. Follow the company policy during cross functional interaction</p>	
4	<p>Maintain Safe and Secure Work Environment</p> <p>Theory Duration (hh:mm) 45:00</p> <p>Practical Duration (hh:mm) 45:00</p> <p>Corresponding NOS Code ELE/N9910</p>	<p>Following safety measures</p> <ol style="list-style-type: none"> 1. Comply with safety procedures followed in the company 2. Take adequate safety measures while handling hazardous materials or tools 3. Follow Electrostatic Discharge (ESD) measures for electronic components 4. Escalate matters about hazardous materials or things found in the premises 5. Use safety materials such as gloves, goggles, masks, etc. 6. adequate safety measures while on work to prevent accidents 7. Ensure zero accidents in work 8. Avoid damage of components due to negligence in ESD procedures 9. Ensure no loss for company due to safety negligence <p>Participating in drills and workshops</p> <ol style="list-style-type: none"> 10. Participate in regular safety drills for being prepared in the event of a fire or natural calamity 11. Help others during the drill or calamity 12. Administer basic first aid 13. Participate in company organized games and fitness sessions such as yoga, etc. 14. Develop good posture for working so that long term health problems do not arise 	<ul style="list-style-type: none"> • ANTISTATIC MAT • ANTISTATIC BANDS • RUBBER SHOES
	<p>Total Duration</p> <p>Theory Duration 180:00</p> <p>Practical Duration 180:00</p>	<p>Unique Equipment Required:</p> <ul style="list-style-type: none"> • Anti-Static Pad • BGA Rework Station (Automatic) • Compatible Software with variety of Handsets • Compatible Software with variety of Handsets • Compatible Software with variety of Handsets • Connecting Wires • Digital Multimeter • ESD Brush • ESD Coat • ESD Gloves • ESD Wrist Band 	

		<ul style="list-style-type: none"> • ESD-Safe Twizzer - Flat • ESD-Safe Twizzer - Sharp • Isopropyl Solution (IP) • LCD Opening Absorber • Magnifying Lens • Mobile Opener • Multi-Phone Charger • PCB Holder • Precision Screw Drivers • Regulated Dc Power Supply • Scrap Smart Phone • SMB Rework Station • Soldering Station
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Grand Total Course Duration: **360 Hours 00 Minutes**

(This syllabus/ curriculum has been approved [Electronics Sector Skills Council of India](#))

Annexure A: TRAINER Pre-Requisites

Trainer Prerequisites for Job role: “Mobile Phone Hardware Repair Technician” mapped to Qualification Pack: “ELE/ Q8104 Version1.0”

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ELE/Q8104 version 1.0 ”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for Earn and keep oneself updated with the latest in the mentioned field quality and for developing others; well-organised and focused, eager to learn.
3	Minimum Educational Qualifications	12th Standard Pass with 2 Years Industry Experience.
4a	Domain Certification	Certified for Job Role: “Field Technician – Computing & Peripherals” mapped to QP: “ELE/Q8104 ”. Minimum accepted score 70 %
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score =80%
5	Experience	2 year of relevant Industrial and Trainer Exp.

Annexure B: ASSESSMENT Criteria

Assessment Criteria for Mobile Phone Hardware Repair Technician	
Job Role	Mobile Phone Hardware Repair Technician
Qualification Pack	ELE/ Q8104 version1.0
Sector Skill Council	Electronic

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

Elem ent	Performance Criteria	Total Marks (40 0)	Marks Allocatio n		
			Out Of	Th eo ry	Ski lls Pra cti Cal
1. ELE/ N81 06 Inter act with cust ome	PC1. receive the customers and greet them as per company's norms	10 0	3	1	2
	PC2. follow behavioural etiquettes while interacting with customers		4	2	2
	PC3. ensure the customers are comfortable in the store		4	2	2
	PC4. communicate in the language which the customers are comfortable with		3	1	2
	PC5. understand the profile of the customers and offer service		3	1	2
	PC6. inform about repair charges and warranty applicable		3	1	2

r and perf orm front end PC r	PC7. interact with customers to understand the customer's purpose of visit such as repair of phone, purchase of accessories, software upload, collection of repaired phone	3	1	2
	PC8. listen to customers and understand the customer level complaint such as display not working, not switching on repair	4	1	3
	PC9. interrogate the customers to assess the cause of problem such as physical damage, uploading of any unauthorised software or application	3	1	2
	PC10. decide on the action to be performed, i.e., front end repair or hardware level repair is required	4	1	3
	PC11. inform customers about the time taken and estimated cost for hardware level repair	3	1	2
	PC12. provide document to customers for collecting the device after repair	3	1	2
	PC13. use the system to identify the warranty coverage of the smartphone and other terms and conditions	5	2	3
	PC14. understand the customer relationship management policy of the mobile brand and inform customers about them	5	2	3
	PC15. log into customer portal and enter the details of the customer and other details such as phone model, complaints, warranty coverage	5	2	3
	PC16. understand and use the interactive ERP system of the company and enter appropriate details	5	2	3
	PC17. use the system to prepare invoice, stock management, order placement, accessories availability, etc.	2	1	1
	PC18. Identify problem and decide the action to be taken	2	1	1
	PC19. upload only licensed and brand approved applications as per customer requirement using system	2	1	1
	PC20. understand the application and software compatibility with the smartphone and suggest to customers accordingly	2	1	1
	PC21. check the accessories and perform a demo with the customer to ensure their functionality (chargers, SD card, etc)	2	1	1
	PC22. open the panel of the smartphone without damaging them	2	1	1
	PC23. replace the parts such as battery and clean the inner parts of the phone	2	1	1
	PC24. ensure the functionality of the replaced part	2	1	1
	PC25. provide necessary details on the warranty, terms and conditions of the replaced parts	2	1	1
	PC26. educate customers on effective usage of smartphone to save battery and to avoid any repeat problem	2	1	1
	PC27. understand the work requirement from superior, periodically	5	2	3
	PC28. report to superior on the work completed	5	2	3
	PC29. seek technical assistance from superior whenever required	5	2	3
	PC30. document the work completed on the company ERP software for tracking and future references	5	2	3

		To tal	10 0	40	60
2. ELE/ N81 07 Repa ir and recti fy the fault s in smar tpho ne	PC1. follow the standard procedure as documented by the smartphone brand for each model	10 0	2	1	1
	PC2. take anti static precautions before work and wear ESD wrist straps or aprons		2	1	1
	PC3. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards		2	1	1
	PC4. use recommended tools for specific operation suggested by the brand		2	0	2
	PC5. maintain zero-material defect during material handling by following standard operating procedure		2	1	1
	PC6. open the outer panel of the smartphone using metal / plastic case opening tools		2	1	1
	PC7. use the brand recommended screwdrivers to remove the screws to open the inner casing		2	1	1
	PC8. locate the connectors and release them to remove the motherboard from the device		2	1	1
	PC9. use hot air gun and other devices to remove the LCD screen from the panel		2	1	1
	PC10. follow similar process and use appropriate tools to assemble the smartphone		2	1	1
	PC11. understand the customer level complaint and confirm the issue		3	1	2
	PC12. take preventive measures and identify if there are any other issues in the smartphone		3	1	2
	PC13. use the self diagnostic tools (similar to power on self test (POST) card) to perform standard diagnosis process and ensure functionality of different parts of the device		3	1	2
	PC14. follow the standard diagnostic procedure as documented by the smartphone brand for each model		3	1	2
	PC15. check the recently installed application or software and verify the compatability of the software with the smartphone		3	1	2
	PC16. check the recently installed application or software and verify the compatability of the software with the smartphone		5	2	3
	PC17. uninstall the applications that is not compatable or creating issues in the smartphone		5	2	3
	PC18. install the licensed and authorised softwares to resolve issues and suiting the customer's requirement		5	2	3
	PC19. understand the scope of component level of repair as suggested by the brand		1	0	1
	PC20. estimate the cost of repair and verify if it is with in Beyond Economic Repair (BER)		1	1	0
	PC21. heat the singled out component using hot air gun to melt the solder joints and remove from PCB		1	0	1
	PC22. clean the board by melting the old solder and removing		1	0	1

PC23. place the new component precisely on the board at specified location	1	0	1
PC24. solder the component on the PCB using soldering stations	1	0	1
PC25. ensure the soldering is proper and the component is fixed as per the specification	1	0	1
PC26. operate automated BGA (ball grid array) work station to precisely remove the chip from the board and repair them	1	0	1
PC27. perform reballing function by dismantling, heating the chip to be removed from the board, remove the solder remains, put new solder balls, place the chip and solder them with the PCB	1	0	1
PC28. check for functioning of the hardware after repairing	1	0	1
PC29. ensure that there is no damage of PCB while removal and fixing of SMD components	1	0	1
PC30. ensure other components are not damaged while using hot air gun for removal of a component which could cause damage	1	0	1
PC31. ensure adequate soldering for fixing the component and no further rework is required	1	0	1
PC32. receive spare module / component from stores	2	1	1
PC33. identify and decide on replacing the module or component as the appropriate solution	2	1	1
PC34. take adequate measures and follow procedures when replacing expensive or delicate components such as LCD	2	1	1
PC35. ensure that cost of replacing is justified as the repair cost is beyond economic repair (BER)	2	1	1
PC36. ensure that replaced module or component is working and no further rework is required	2	1	1
PC37. identify and use appropriate tools and manuals for repairing the specific issue	2	1	1
PC38. prevent any accidents while handling hazardous tools	2	1	1
PC39. achieve results using appropriate tools for specific rework activity	2	1	1
PC40. maintain zero-material defect during material handling by following standard operating procedure for tools handling	2	1	1
PC41. seek technical assistance from engineer on faults that cannot be fixed	2	1	1
PC42. receive instruction from engineers on use of specific tools or new repair processes	3	1	2
PC43. discuss with superior if the cost estimate is found to be Beyond Economic repair (BER) and take recommended action	3	1	2
PC44. coordinate with superior for performing quality check on the repaired module	2	1	1
PC45. report on the work load and completion status	1	1	0
PC46. submit the appropriate documentation on completion of task assigned	2	1	1
PC47. document the work completed on the company ERP software for tracking and future references	2	1	1

	PC48. achieve 100% daily and weekly target of number of repairs		2	1	1
	PC49. meet the target of quality as per the Service Level Agreement (SLA) of the brand and avoid rework		1	1	0
	PC50. repair within the turnaround time (TAT) and deliver th		1	1	0
		Total	100	40	60
3. ELE/N99 51 Interact with other employees	PC1. understand and assess work requirements	100	5	2	3
	PC2. understand the targets and incentives		5	2	3
	PC3. understand new operating procedures and constraints		5	2	3
	PC4. report problems in the field		6	3	3
	PC5. resolve personnel issues		6	3	3
	PC6. receive feedback on work standards and customer satisfaction		5	2	3
	PC7. communicate any potential hazards at a particular location		5	2	3
	PC8. meet given targets		5	2	3
	PC9. deliver work of expected quality despite constraints		5	2	3
	PC10. receive positive feedback on behaviour and attitude shown during interaction		5	2	3
	PC11. interact with colleagues from different functions and understand the nature of their work		8	3	5
	PC12. receive spares from tool room or stores; deposit faulty modules and tools to stores		8	3	5
	PC13. pass on customer complaints to colleagues in a respective geographical area		8	3	5
	PC14. assist colleagues with resolving field problems		8	3	5
	PC15. resolve conflicts and achieve smooth workflow		8	3	5
	PC16. follow the company policy during cross functional interaction		8	3	5
		TOTAL	100	40	60
4. ELE/N99 10 Main safe and secure work environment	PC1. comply with safety procedures followed in the company	100	5	2	3
	PC2. take adequate safety measures while handling hazardous materials or tools		5	2	3
	PC3. follow Electrostatic Discharge (ESD) measures for electronic components		6	3	3
	PC4. escalate matters about hazardous materials or things found in the premises		5	2	3
	PC5. use safety materials such as gloves, goggles, masks, etc.		6	3	3
	PC6. adequate safety measures while on work to prevent accidents		5	2	3
	PC7. ensure zero accidents in work		6	2	4
	PC8. avoid damage of components due to negligence in ESD procedures		6	2	4
	PC9. ensure no loss for company due to safety negligence		6	2	4

ent mea sure s	PC10. participate in regular safety drills for being prepared in the event of a fire or natural calamity		10	4	6
	PC11. help others during the drill or calamity		10	4	6
	PC12. administer basic first aid		10	4	6
	PC13. participate in company organised games and fitness sessions such as yoga, etc.		10	4	6
	PC14. develop good posture for working so that long term health problems do not arise		10	4	6
		TO TA L	10 0	40	60