

## Application invited for participation in ZED Master Trainer/Assessor/Consultant Training Programmes

### **Introduction:**

This ZED Certification Scheme is an extensive drive of the Government of India to enhance global competitiveness of MSMEs by providing them financial support in assessment, rating and hand holding of its manufacturing processes on Quality and Environment aspects. The complete details along with the scheme guidelines are available at [www.zed.org.in](http://www.zed.org.in).

### **Objective of these Trainings:**

The training programs are one of the most important components of the ZED scheme as the ZED Master Trainers, Assessors and Consultants will play a pivotal role in ZED assessment & certification, consultancy to MSMEs for their graduation to higher levels. QCI will therefore carryout a number training of ZED Master Trainers, Consultants & Assessors.

QCI is inviting application from eligible professionals who wish to undergo these 5-Day training. Professionals are expected to be familiar with MSME specific shop-floor level work experience, shop floor consultancy, sound technical understanding of technical areas such as Kaizen, SPC, Six Sigma, Lean Management, ISO 9000, ISO 14000, ISO 18000, ISO 21000 and other management standards, etc. as per **Annexure 1**.

**Note:** Annexure 1 refers to the pre-selection criteria for applicants to participate in the ZED Training Programs.

Trainers/Assessors/Consultants and industry experts undergone through training or assessments for Business excellence models like CII-EXIM Bank Awards, Baldrige Award, Rajiv Gandhi Award, Ram Krishna Bajaj Award and industrial business excellence awards of TATA, Aditya Birla, Godrej, Bhel, NTPC, BEL, etc. will be given preference.

### **Selection of Participants:**

Resumes of applicants will be screened as per defined eligibility criteria and short-listed candidates will be invited to undergo the training provided. All the professionals who are declared successful will sign the Non-Disclosure Agreement regarding their availability in future for supporting the ZED Scheme via Master Trainer/Assessor/Consultant.

**Note:** *Regarding applications for Assessor Training* - Preference will be given to the applications which are being nominated directly by Certification Bodies/Inspection Bodies/Credit Rating Agencies/any other Applicant Organization applying for NABCB Accreditation (ZED scope). All the ZED Assessments shall be carried out only by ZED Assessors of QCI/NABCB accredited

Certification Bodies/Inspection Bodies/Credit Rating Agencies/any other Applicant Organization. Apart from registering their candidates online, a nomination mail is required to be sent by the Certification Bodies/Inspection Bodies/Credit Rating Agencies or Consulting Organizations for individuals who wish to apply for ZED Assessor Training or Consultant Training Program respectively.

**Please Note** : As per the guidelines, a participant can only attend either a Consultant Training or an Assessor Training Program". If a participant is found to be attending both the programs than he will not be issued with any certificate

### **Participation fee:**

There is **NO** participation fees for undergoing these trainings. However, No TA/DA will be provided for participants. Participants has to arrange travel & stay on their own.

### **Evaluation, Passing & Certification:**

Participant who undergoes 5-Day training of Master Trainer/Assessor/Consultant will be evaluated each day on various parameters and an exam will be conducted on last day of training. Names of the successful candidates qualifying the written examination will be published on the QCI website.

### **Important Points**

1. Only online applications would be considered. Registration is on first come-first serve basis.
2. The locations displayed online for the Training Program are tentative, subjected to the approval by the competent authority and the minimum number of available participants at that particular location.
3. Participation is based on fulfilling the Eligibility Criteria and only shortlisted candidates will be notified subsequently via email as well as phone.
4. A 2 hours written exam will be conducted at the end of 5th day. **The successful completion of the evaluation is** must for all those professionals who want to qualify as Master Trainers/Consultants/Assessors under ZED Certification Scheme.
5. Please note that successful completion of the training Program does not guarantee the allotment of business by QCI/ZED.
6. For any queries regarding registration please mail @ [zed-tp@qcin.org](mailto:zed-tp@qcin.org) or contact Ms Shrishti +91 8391850169 , Ms Rashi +91 9773763637.

## Annexure 1- Competency Criteria for Professionals

### 1. ZED Industry Sectors

The ZED Maturity Model is applicable for the following sectors of manufacturing industry as per the sector (with NIC code) list available on website link <http://udyogaadhaar.gov.in/UA/UAMRegistration.aspx>:

NIC Code	Sector	NIC Code	Sector	NIC Code	Sector
<b>10</b>	Manufacture of food products	<b>16</b>	Manufacture of wood and products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials	<b>22</b>	Manufacture of rubber and plastics products
<b>11</b>	Manufacture of beverages	<b>17</b>	Manufacture of paper and paper products	<b>23</b>	Manufacture of other non-metallic mineral products
<b>12</b>	Manufacture of tobacco products	<b>18</b>	Printing and reproduction of recorded media	<b>24</b>	Manufacture of basic metals
<b>13</b>	Manufacture of textiles	<b>19</b>	Manufacture of coke and refined petroleum products	<b>25</b>	Manufacture of fabricated metal products, except machinery and equipment
<b>14</b>	Manufacture of wearing apparel	<b>20</b>	Manufacture of chemicals and chemical products	<b>26</b>	Manufacture of computer, electronic and optical products
<b>15</b>	Manufacture of leather and related products	<b>21</b>	Manufacture of pharmaceuticals, medicinal chemical and botanical products	<b>27</b>	Manufacture of electrical equipment

NIC Code	Sector	NIC Code	Sector	NIC Code	Sector
28	Manufacture of machinery and equipment n.e.c.	31	Manufacture of furniture	35	Electricity, gas, steam and air conditioning supply
29	Manufacture of motor vehicles, trailers and semi-trailers	32	Other manufacturing		
30	Manufacture of other transport equipment	33	Repair and installation of machinery and equipment		

## 2. Education

The professionals shall be either Graduates in Engineering/Diploma (3 years) or Masters (in Science or Technology) qualification.

**Note:**

- For all Training categories, Diploma/Degree/Masters in Pharma will also be considered.
- Additionally, for ZED Consultants Training category, Diploma/Degree/Masters in Finance/Commerce/CA/HR will also be considered.

## 3. Technical Skills as per ZED Disciplines:

**For Assessors and Master Trainers and Consultants (nominated through Consulting Organizations):** Minimum 3 ZED Disciplines (Mandatory: At least 1 from each group)

**For Individual Consultants:** Knowledge of all 10 ZED Disciplines is mandatory

Group	ZED Disciplines	Area of Knowledge /Expertise
A (minimum 1 required)	QMS	Quality Management System: Experience in design, implementing, auditing, maintaining and improving QMS. Including Maturity model implementation and assessment expertise.
	Environment Management	Environment Management System: Expertize of implementing, maintaining, auditing and improving EMS. Aspects & Impacts Analysis and Environment Initiative implementation. Natural Resource Management (NRM) techniques.Maintenance of environment /NRM equipment.

Group	ZED Disciplines	Area of Knowledge /Expertise
B	Best Business Practices	Best Business Practices: Balanced Score Card, Periodic Management Review, and Cross Functional Practices for NPD, Waste Reduction, Improvement initiatives and customer complaints etc. Maintenance planning/Autonomous maintenance/Improvement in MTTR/MTBR etc.
	Best Manufacturing Practice	Best Manufacturing Practices : Knowhow of best business practices like Lean Six Sigma / TPS, TQM, TPM, FMEA, SPC, MSA, NPD (APQP & PPAP), Producing Zero Defect, Pokayoke / mistake proofing, Product and Process Validation Methodologies etc.  Know how, control and improvement expertise of different manufacturing processes.
	Supply Chain Management	Supplier initial evaluation / assessment, feedback and continual development monitoring expertise in manufacturing domain.  Supply Chain Management, Material Management, Inventory Management, JIT, Material Movement, Storage, Traceability, Packaging and Delivery management. Disposal after use.
C	Continual Improvement	Hands on experience in diagnostic / gap analysis study to identify scope of improvement and roadmap preparation and facilitation for implementation. Problem Solving (In-house Rejection, Customer Line / Field & Warranty Rejection, Customer complaints), Contingency Planning and Continual Improvement.
	Energy Management	Energy management and energy saving techniques : Implementation, auditing and improving energy efficient techniques
	IPR	Intellectual Property Rights: Safe guarding innovation & Creativity (Trademark, Patents, Copyright etc.)
	HRM	Human Resource Development, Competency Mapping, TNI, OJT, Multiskilling, Employee Engagement Techniques experience
	Finance Management	Financial Management, MSME Financial Matrix System

**Note:**

- *Certifications/Training course(s) should be recognized by the industry (and its stakeholders) as being appropriate and relevant. The applicants are required to provide their appropriate training certificates or Relevant Details related to Practical Experience along with their resumes.*

#### 4. Soft Skills

To qualify as a ZED Assessor/ Consultant/Master trainer the Professional should have the following soft skills:

**Note:** The soft skills of the participants will be assessed both during and after the Training.

Category	Specific
<b>Assessor</b>	<ul style="list-style-type: none"> <li>• Oral communication skills</li> <li>• Written communication skills</li> <li>• Data interpretation &amp; analysis skills</li> <li>• Ability to comprehend collated and tabulated information, and detect trends and patterns</li> <li>• Planning assessments based on audit / time resources</li> <li>• Ability to ask logical, sequential probing questions in an assessment situation</li> <li>• Ability to unambiguously conclude on maturity status through logical audit trails and synthesis of information collected</li> <li>• Ability to handle IT tools used for assessments</li> </ul>
<b>Consultant</b>	<ul style="list-style-type: none"> <li>• Proficiency in Oral communication skills</li> <li>• Proficiency in Written communication</li> <li>• Ability to conduct Gap analysis against maturity criteria and unambiguously conclude on maturity status through logical synthesis of information collected</li> <li>• Data generation, collation, interpretation &amp; analysis skills</li> <li>• Ability to detect trends and patterns</li> <li>• Training and coaching, presentation skills</li> <li>• Ability to pursue process flow and devise / develop monitoring methods and tools based on internal / external context</li> </ul>
<b>Master Trainer</b>	<ul style="list-style-type: none"> <li>• Proficiency in Oral presentation skills. Ability to clearly explain concepts with examples in a training class</li> <li>• Proficiency in written communication skills</li> <li>• Ability to plan / devise training courses with learning objectives and corresponding session plans</li> <li>• Ability to devise training content - power points, handouts, reading materials, case studies</li> <li>• Skills to handle trainees in small group trainings (upto 25 trainees), including managing syndicate sessions</li> <li>• Ability to evaluate trainees through extent of engagement, participation, clarity of understanding</li> <li>• Ability to evaluate descriptive responses in examinations</li> <li>• Ability to manage training time as per training plan</li> <li>• Proficiency in use of audio visual aids.</li> </ul>

### 5. Working Experience

To qualify as a ZED Assessor/ Consultant/Master trainer the Professional should have the following work experience:

Category	General	Specific
<b>Assessor</b>	<p>a) Minimum 5 years (8 years in case of Diploma holders) of post – qualification work experience and including</p> <p>b) at least two years of work in the relevant ZED industry sector in appropriate activities OR Min. 50 man-days of consulting/certification auditing/maturity model assessment/accreditation assessment experience in any of the ZED relevant sectors.</p> <p>For granting any ZED industry sector (NIC CODE):</p> <p>Min. one year of work experience in the ZED Competency Discipline or 15 man-days of inspection/audit/consulting/accreditation assessment/maturity model assessment experience in the industry sector. OR Four Rating assessments under the supervision of a qualified assessor in the new ZED Competency Discipline</p>	<p>Participated in at least one maturity assessment model assessment or one complete ZED on-site assessment as an observer. Assessor having any maturity model assessment experience with ZED Assessor Training may be considered suitable for onsite assessment.</p>
<b>Consultant</b>	<p>Minimum 7 years (10 years in case of Diploma holders) of experience in large/ medium/ small scale industry</p>	<p>a) 5 years of experience in ZED relevant industry sectors or with industry for documentation, implementation , auditing/assessing, consulting the organization(s) in minimum any</p>

Category	General	Specific
		<p>one area of lean, six sigma, maturity models, management system(s) with understanding of ZED.</p> <p>b) Completed minimum 5 consultancies/ assessments / implementation of Lean/ six-sigma/ maturity model.</p> <p>OR</p> <p>Completed 5 QMS/EnMS/EMS /OHSAS/FSMS or any other assessments in ZED relevant industry sectors as 3rd party audit.</p> <p>OR</p> <p>Implemented, conducted internal audits/assessments, faced 3rd party assessments as auditee in the above area for three years.</p>
<p><b>Master Trainer</b></p>	<p>Minimum 10 years (13 years in case of Diploma holders) of overall work experience, including</p> <p>Minimum two years of work in the relevant ZED industry sector in related activities</p> <p>OR</p> <p>30 man-days of consulting/certification auditing/maturity model assessment/accreditation assessment experience in any of the ZED industry sectors.</p>	<p>40 man days as a trainer (of the total Work Experience)</p> <p><b>Desirable:</b> Trainer in Maturity/Conformity Assessment Model.</p>



## 6. Trainings Received

To qualify as a ZED Assessor the Professional should have underwent following respective trainings as appropriate to their role:

Category	Description
<p style="text-align: center;"><b>Assessor</b></p>	<p>Either of the following two is <b>mandatory</b></p> <p>Trained (in a minimum 3 Days Training Program)in a recognized maturity model assessment /consulting/ implementing like CMM/CII-EXIM Company Bank Award/ EFQM/ Baldrige Award /Any other Maturity Assessment Model (Tata, NTPC, BHEL, etc.)</p> <p style="text-align: center;">OR</p> <p>Trained in auditing/inspection as per ISO 17020/ ISO 17021/19011 requirements</p>
<p style="text-align: center;"><b>Consultants</b></p>	<p>Either of the following two is <b>mandatory</b></p> <p>Trained (in a minimum 3 Days Training Program)in a recognized maturity model assessment /consulting/ implementing like CMM/CII-EXIM Company Bank Award/ EFQM/ Baldrige Award /Any other Maturity Assessment Model (Tata, NTPC, BHEL, etc.)</p> <p style="text-align: center;">OR</p> <p>Minimum 3 days Training in Lean Six Sigma, Quality Tools,EIA,Sustainability</p>

<b>Master Trainer</b>	Either of the following is <b>preferable</b>  Trained (in a minimum 3 Days Training Program) in a recognized maturity model assessment /consulting/ implementing like CMM/CII-EXIM Company Bank Award/ EFQM/ Baldrige Award /Any other Maturity Assessment Model (Tata, NTPC, BHEL, etc.)  OR  Minimum 3 days Training in Lean Six Sigma, Quality Tools, EIA, Sustainability  OR  Trained in auditing/inspection as per ISO 17020/ ISO 17021/19011 requirements
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## **7. Exemption from Requirements:**

In case an applicant feels that his application is suitable to apply for training for any of the roles namely Master Trainer/Assessor/Consultant Training, but is not fulfilling some requirements as specified, then he may apply with suitable evidence and seek consideration. This would be examined by an internal committee and decided. The same needs to be emailed along with the applicant's resume to [zed-tp@qcin.org](mailto:zed-tp@qcin.org)