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# MSME Sustainable (ZED) Certification Scheme

Eligibility Criteria for Master  
Trainer/Assessor/Consultant

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## ELIGIBILITY CRITERIA FOR MASTER TRAINER/ ASSESSOR/CONSULTANT

### Introduction

MSME Sustainable (ZED) Scheme is an extensive drive to create awareness amongst MSMEs about Zero Defect Zero Effect (ZED) practices and motivate and incentivize them for MSME Sustainable (ZED) Certification while also encouraging them to become MSME Champions. The MSME Sustainable (ZED) Certification aims at enhancing the competitiveness of an MSME by assessment, modification through guidance, handholding, managerial and technological intervention – not just certification. The complete details along with the scheme guidelines are available at [www.zed.msme.gov.in](http://www.zed.msme.gov.in)

The ZED Model is applicable for the manufacturing MSMEs under the following NIC divisions:

NIC Divisions		
NIC DIVISION 10 – Manufacture of Food Products	NIC DIVISION 18 – Printing and Reproduction of Recorded Media	NIC DIVISION 26 – Manufacture of Computer, Electronic and Optical Products
NIC DIVISION 11 – Manufacture of Beverages	NIC DIVISION 19 – Manufacture of Coke and Refined Petroleum Products	NIC DIVISION 27 – Manufacture of Electrical Equipment
NIC DIVISION 12 – Manufacture of Tobacco Products	NIC DIVISION 20 – Manufacture of Chemicals and Chemical Products	NIC DIVISION 28 – Manufacture of Machinery and Equipment n.e.c
NIC DIVISION 13 – Manufacture of Textiles	NIC DIVISION 21 – Manufacture of Pharmaceuticals, Medicinal Chemical and Botanical Products	NIC DIVISION 29 – Manufacture of Motor vehicles, Trailers and Semi- trailers
NIC DIVISION 14 – Manufacture of Wearing Apparel	NIC DIVISION 22 – Manufacture of Rubber and Plastics Products	NIC DIVISION 30 – Manufacture of Other Transport Equipment
NIC DIVISION 15 – Manufacture of Leather and Related Products	NIC DIVISION 23 – Manufacture of Other Non-metallic Mineral Products	NIC DIVISION 31 – Manufacture of furniture
NIC DIVISION 16 – Manufacture of wood and products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials	NIC DIVISION 24 – Manufacture of Basic Metals	NIC DIVISION 32 – Other Manufacturing
NIC DIVISION 17 – Manufacture of Paper and Paper Products	NIC DIVISION 25 – Manufacture of Fabricated Metal Products, except machinery and equipment	NIC DIVISION 33 – Repair and Installation of Machinery and Equipment

## ZED Training Programmes

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 awareness programmes, trainings, assessment & certification and consultancy. To qualify as a ZED Mater Trainer, Assessor or Consultant, the interested professionals shall require to attend and successfully complete the requisite 5-day training programme.

This document lays down the eligibility criteria (**refer Annexure 1**) for applicants to participate in the ZED training programmes.

## Selection of Participants

Resumes of applicants will be screened as per the prescribed eligibility criteria and short-listed candidates will be invited to undergo the training programme.

**Note:** 1. *Regarding applications for Assessor Training* - Preference will be given to the applications nominated directly by Certification Bodies/Inspection Bodies

**Note:** 2. An individual can apply for **either** ‘ZED Assessor Training’ **or** ‘ZED Consultant Training’ if applying in addition to ‘ZED Master Trainer Training’ programme.

## Participation fee

There shall be no participation fees for undergoing the training programmes under the ZED scheme of MoMSME. It is to be noted that no TA/DA will be provided to the participants. Participants shall arrange travel & stay on their own.

## Evaluation, Examination & Certification

During the training, participants will be evaluated each day on various parameters, skills & technical knowledge and an exam will be conducted on the last day of training.

### **Important:**

1. Only online applications on the portal shall be accepted. Registration is on first come-first-serve basis.
2. Only shortlisted candidates will be notified.
3. A written exam will be conducted at the end of 5th day.
4. Please note that successful completion of the training program(s) does not guarantee allotment of Training, Assessment or Consultancy.

## Annexure 1- Eligibility Criteria for Professionals

### 1. Educational Qualification (for all)

The applicant shall be a Graduate from a recognised University or Diploma in Engineering from a recognised Institute/University.

### 2. Additional Qualification and Work Experience

To qualify as a ZED Assessor/ Consultant/Master Trainer, the applicant shall meet the following requirements of additional qualifications & work experience:

Category	Additional Qualification	Work Experience
<b>Assessor</b>	Qualified Lead Auditor Certification in Quality Management Systems or any other ISO Management Systems, as relevant OR A qualified ZED Assessor under the erstwhile “Financial Support to MSMEs in ZED Certification Scheme”	<b>a.</b> Minimum experience of 5 years (for Graduates) and 8 years (for Diploma Holders) in manufacturing industry, of which at least 3 years of experience should be in operations/quality/management /auditing/ assessing/ consulting. <b>b.</b> Experience of minimum 25 man- days of Management System Audits/Assessments for Quality/ any other ISO Management Systems, as relevant OR Experience of minimum 25 man-days in assessment for any Business Excellence Award like CII-EXIM Awards/ MBNQA, EFQM etc.
<b>Consultant</b>	NA	Minimum experience of 10 years (for Graduates) and 15 years (for Diploma Holders) in manufacturing industry, of which at least 5 years of experience should be in consulting
<b>Master Trainer</b>	Qualified Lead Auditor Certification in Quality Management Systems or any other ISO Management Systems, as relevant	Minimum experience of 10 years (for Graduates) and 15 years (for Diploma) in manufacturing industry, of which at least 3 years of experience in training/ operations/quality/ management/ auditing/ assessing/ consulting OR A qualified ZED Master Trainer under the erstwhile “Financial Support to MSMEs in ZED Certification Scheme”

### 3. Technical Knowledge

The applicants are expected to possess relevant technical knowledge as indicated in the table below:

Group	ZED Disciplines	Area of Knowledge /Expertise (Indicative)	Remarks
A	Best Business Practices	Know-how of Best Business Practices like Balanced Score Card, Six Sigma, Risk Management, Corporate Social Responsibility (CSR), etc.	At least 1
	Good Manufacturing Practices	Know-how of Good Manufacturing practices like Lean, TQM, TPM, FMEA, SPC, Poka-Yoke / mistake proofing, OEE, Product and Process Validation, etc.	
B	QMS	Quality Management System, Quality Improvement Tools & techniques, Auditing	At least 1
	Occupational Health & Safety	Occupational Health & Safety Management System, Safety Practices and Auditing	
	Environment Management	Environment Management System, Environmental Impact Assessment, Natural Resource Management, Auditing	
C	Energy Management	Energy efficiency & conservation techniques, Energy Management and Auditing	At least 1
	Material & Supply Chain Management	Material and Inventory Management, Traceability and Supply Chain Management	
	Human Resource Management	Human Resource Management, Competency Mapping, Multiskilling, Employee Engagement Techniques	

**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:

Category	Specific
<b>Assessor</b>	<ul style="list-style-type: none"> <li>▪ Verbal &amp; 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>▪ Ability to plan assessments and management the complete assessment</li> <li>▪ Assessment Skills</li> <li>▪ Ability to ask logical, sequential probing questions in an assessment situation</li> <li>▪ Ability to handle IT tools used for assessments</li> </ul>
<b>Consultant</b>	<ul style="list-style-type: none"> <li>▪ Verbal &amp; Written communication skills</li> <li>▪ Ability to conduct Gap analysis and analytical skills</li> <li>▪ Problem Solving Skills</li> <li>▪ Data generation, collation, interpretation &amp; analysis skills</li> <li>▪ Ability to detect trends and patterns</li> <li>▪ Training, 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 Verbal &amp; Written Communication and Presentation skills</li> <li>▪ Ability to clearly explain concepts with examples in a training class</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>▪ Ability to evaluate trainees through extent of engagement, participation, clarity of understanding</li> <li>▪ Ability to evaluate descriptive responses in examinations</li> <li>▪ Proficiency in use of audio- visual aids</li> </ul>

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