

Concentration: Research, Development, and Manufacturing

JUNE 6, 2000

CRITICAL WORK FUNCTIONS	KEY ACTIVITIES								
A. Perform routine laboratory support work	A1 Maintain laboratory and equipment	A2 Order and stock supplies	A3 Operate equipment	A4 Maintain biological stock cultures	A5 Clean and prepare items for lab	A6 Prepare biological and/or chemical materials	A7 Send, receive and distribute biological and chemical materials	A8 Perform routine animal care duties	A9 Communicate with co-workers to ensure quality laboratory work
B. Assist with research and development	B1 Perform assays and experiments	B2 Assist in method development	B3 Investigate new technologies and methodologies	B4 Perform data analysis	B5 Handle and/or maintain biological stock cultures	B6 Troubleshoot experiments and equipment	B7 Communicate results		
C. Manufacture the product or provide the service	C1 Set up equipment for the production process	C2 Perform and monitor the process to make the product or provide the service	C3 Inspect materials at all stages of process to determine quality or condition	C4 Participate in the installation, modification, and upgrade of equipment	C5 Prepare final product for shipping or distribution	C6 Monitor, maintain, and troubleshoot equipment, tools and workstation	C7 Communicate with co-workers and/or customers to ensure production or service meets requirements	C8 Coordinate inventory	
D. Maintain a safe and productive work environment	D1 Participate in employer-sponsored safety training	D2 Participate in emergency drills and emergency response teams	D3 Identify unsafe conditions and take corrective action	D4 Suggest continuous improvements	D5 Coordinate with work team	D6 Provide orientation and training for other employees	D7 Handle and dispose of hazardous materials	D8 Maintain security	
E. Perform documentation	E1 Maintain lab notebook	E2 Create documents	E3 Document Good Manufacturing Practices, Good Laboratory Practices, and Good Clinical Practices	E4 Write reports	E5 Maintain equipment logbooks	E6 Maintain chemical/biological stock records	E7 Maintain training documentation		

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – A. Perform routine laboratory work

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>A1. Maintain laboratory and equipment</p>	<ul style="list-style-type: none"> ■ Equipment is properly calibrated and functional. ■ Laboratory is neat and well organized. ■ Equipment malfunction is remedied in a timely manner. ■ Scheduled cleanings and PMs (Preventive Maintenances) are performed per established procedures. ■ Laboratory procedures are clearly communicated to appropriate personnel. ■ Problems and malfunctions are properly escalated, and appropriate technical support personnel are informed. ■ Hazardous materials are properly disposed of in accordance with all applicable laws, regulations and procedures. 	<ul style="list-style-type: none"> ■ Knowledge of equipment calibration. ■ Knowledge of equipment operation and troubleshooting/repair for equipment such as pipette-aid, pipettmen, micropipettes, pH meter, centrifuge, scale, autoclave or spectrophotometer, cleaning spatulas, air bars and flow hoods. ■ Knowledge of cleaning and PM (Preventive Maintenance) procedures. ■ Knowledge of laboratory systems and procedures. ■ Knowledge of cleaning agents and procedures. ■ Knowledge of hazardous material handling and disposal procedures and laws. 	<ul style="list-style-type: none"> ■ Performs measurements. ■ Uses materials in a safe and efficient manner. ■ Identifies and corrects malfunctions/failures. ■ Presents basic ideas/information. ■ Explains concepts. ■ Implements a logical system in the laboratory.
<p>A2. Order stock and supplies</p>	<ul style="list-style-type: none"> ■ Required stocks are anticipated to ensure laboratory is always well stocked. ■ Stock and supply documentation is properly maintained. ■ Expired materials and items are discarded or reprocessed in accordance with established procedures. ■ Periodic inventory of stock and supplies is taken in accordance with established procedures. ■ Supplies are ordered on a timely basis. ■ Broken lab ware is discarded and replaced as required. 	<ul style="list-style-type: none"> ■ Knowledge of laboratory requirements regarding stocks such as usage rates and laboratory schedules. ■ Knowledge of stock and supply documentation. ■ Ability to identify expired materials. ■ Knowledge of discard and reprocessing procedures. ■ Knowledge of stock and supply inventory techniques and ordering procedures. ■ Knowledge of chemical classifications for proper storage. ■ Knowledge of chemical safety. 	<ul style="list-style-type: none"> ■ Orders and maintains inventory. ■ Monitors safe and efficient utilization of materials. ■ Records information accurately. ■ Follows rules/policies/procedures. ■ Selects/obtains data/information relevant to the task. ■ Performs given set of tasks.

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Critical Work Function – A. Perform routine laboratory work

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<p>A3. Operate equipment</p>	<ul style="list-style-type: none"> ■ Training on equipment operation is obtained and kept current as required. ■ Equipment is operated properly in accordance with established procedures. ■ Equipment is operated safely. ■ All personal protective equipment is worn in accordance with company policies and procedures. ■ Equipment is kept clean and in good operating condition. 	<ul style="list-style-type: none"> ■ Knowledge of equipment operation training opportunities and requirements. ■ Knowledge of equipment operation and procedures for equipment such as pipette-aid, pipettmen, micropipettes, pH meter, centrifuge, scale, autoclave, or spectrophotometer, cleaning spatulas, stir bars and flow hoods. ■ Knowledge of equipment operation safety procedures and requirements. ■ Knowledge of and ability to use personal protective equipment. ■ Knowledge of company policies. ■ Knowledge of equipment cleaning procedures and ability to keep equipment in good operating condition. 	<ul style="list-style-type: none"> ■ Recalls basic rules/principals. ■ Follows rules/policies/procedures. ■ Pays attention to details. ■ Understands operation/interaction of equipment. ■ Follows rules/policies/procedures and pays attention to details. ■ Recalls basic rules/principals. ■ Follows rules/policies/procedures. ■ Pays attention to details. ■ Understands operation/interaction of equipment. ■ Follows rules/policies/procedures and pays attention to details.
<p>A4. Maintain biological stock cultures</p>	<ul style="list-style-type: none"> ■ Cultures are properly labeled. ■ Cultures are healthy and viable. ■ Proper aseptic technique is consistently followed. ■ Cultures are kept pure and separate. ■ The needs of laboratory personnel regarding biological cultures are anticipated and met. ■ Routine care of cultures is performed on a timely basis. ■ Cultures are kept current in accordance with established procedures. ■ All documentation is maintained accurately and in a timely manner. ■ Biological cultures are disposed of according to established procedures and all applicable laws and regulations. 	<ul style="list-style-type: none"> ■ Knowledge of culture labeling protocols. ■ Knowledge of care and feeding procedures for biological cultures. ■ Knowledge of aseptic techniques. ■ Knowledge of specific culture procedures and associated tools and equipment. ■ Knowledge of the requirements of laboratory personnel and the projects for which they are responsible with respect to biological stock cultures. ■ Knowledge of biological stock culture documentation procedures. ■ Knowledge of safety hazards for each culture. ■ Knowledge of basic microscopy. ■ Knowledge of biological culture disposal procedures and law/regulations. ■ Knowledge of basic bloodborne pathogens and biohazards. 	<ul style="list-style-type: none"> ■ Utilizes mathematical techniques/formulas/processes. ■ Follows rules/policies/procedures and pays attention to details. ■ Recognizes ethical issues and demonstrates trustworthiness. ■ Performs given set of tasks and follows schedule. ■ Records information accurately and completes all documentation.

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Critical Work Function – A. Perform routine laboratory work

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A5. Clean and prepare items for lab

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| <ul style="list-style-type: none"> ■ The needs of laboratory personnel are anticipated and met regarding lab ware and equipment. ■ Lab ware is washed in a timely manner and in accordance with established procedures. ■ Lab ware is properly staged in accordance with established procedures. ■ Where applicable, lab ware is sterilized in accordance with established procedures. ■ Lab ware is properly stored. ■ Special requests are handled efficiently and courteously. ■ Priorities are correctly evaluated and adjusted in accordance with work needs. ■ All safety procedures are followed. | <ul style="list-style-type: none"> ■ Knowledge of the requirements of laboratory personnel and the projects for which they are responsible with respect to lab ware. ■ Knowledge of lab ware washing, staging, and sterilization procedures. ■ Knowledge of lab ware storage locations and procedures. ■ Knowledge of laboratory project priorities and ability to prioritize special requests. ■ Knowledge of hazards, pathogen transfer, and safe handling practices. ■ Knowledge of properties of lab ware materials and proper handling. | <ul style="list-style-type: none"> ■ Makes connections between old and new and recognizes patterns/relationships. ■ Follows rules/policies/procedures and pays attention to details. ■ Outlines and follows specified maintenance procedures. ■ Recognizes and responds to customer needs. ■ Prioritizes daily tasks and adjusts schedule as required by supervisor. |
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A6. Prepare biological and/or chemical materials

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| <ul style="list-style-type: none"> ■ Training on preparation of materials is obtained and kept current. ■ Materials are prepared in accordance with established procedures. ■ Materials are properly labeled and stored. ■ Materials are handled in a safe manner. ■ All hazardous materials procedures are followed in accordance with all applicable laws and regulations. ■ Prepared materials are tested to ensure that they meet specifications. ■ Expired materials are properly disposed of and/or dispositioned. | <ul style="list-style-type: none"> ■ Knowledge of basic biology. ■ Knowledge of basic bloodborne pathogens and biohazards. ■ Knowledge of material preparation training opportunities and requirements. ■ Knowledge of material preparation procedures. ■ Knowledge of labeling protocols, and storage areas, and procedures for biological and chemical materials. ■ Knowledge of material handling procedures. ■ Knowledge of hazardous materials and disposal procedures. ■ Knowledge of basic chemistry, including buffers and pH. | <ul style="list-style-type: none"> ■ Utilizes mathematical techniques/formulas/processes. ■ Follows rules/policies/procedures and pays attention to details. ■ Recognizes ethical issues and demonstrates trustworthiness. ■ Prioritizes daily tasks and adjusts schedule as required by supervisor. |
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CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – A. Perform routine laboratory work

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>A7. Send, receive and distribute biological and chemical materials</p>	<ul style="list-style-type: none"> ■ Training on sending, receiving, and distributing materials is maintained and kept current. ■ Adequate supply of shipping materials is maintained. ■ Material is properly packaged and labeled prior to sending in accordance with established procedures and in accordance with all applicable laws and regulations. ■ Shipping, receiving, and distribution records are kept accurate and current. ■ Inventory database and/or records are updated. ■ Materials are shipped and distributed under the proper conditions and in a timely manner. 	<ul style="list-style-type: none"> ■ Knowledge of training opportunities and requirements for biological and chemical material transport and receiving. ■ Knowledge of supply requirements for shipping materials. ■ Knowledge of packaging and labeling protocols and laws and regulations governing sending, receiving, and transporting biological and chemical materials. ■ Knowledge of record keeping procedures for shipping, receiving, and distribution procedures. ■ Ability to update inventory database or records. ■ Knowledge of various conditions for shipping and the ability to select appropriate conditions for biological and chemical materials. 	<ul style="list-style-type: none"> ■ Understands learning process, recalls basic rules/principles and identifies own learning style. ■ Orders and maintains inventory. ■ Follows rules/policies/procedures and pays attention to details. ■ Records information accurately and completes documentation. ■ Follows schedule and performs given set of tasks.
<p>A8. Perform routine animal care duties</p>	<ul style="list-style-type: none"> ■ Cages are changed/cleaned on a regular basis. ■ Equipment is maintained, cleaned, and sterilized in accordance with established procedures. ■ Adequate food and water are provided. ■ Animals and cages are properly marked and identified. ■ All applicable laws, regulations, and ethical guidelines are followed. ■ All records are kept current and accurate in accordance with established procedures. ■ Proper clean room techniques are followed in accordance with established procedures. ■ Security procedures are followed in accordance with company policies and procedures. ■ Symptoms of animal illness or unusual appearance or behavior are immediately reported to appropriate personnel. 	<ul style="list-style-type: none"> ■ Knowledge of training opportunities and requirements for biological and chemical material transport and receiving. ■ Knowledge of supply requirements for shipping materials. ■ Knowledge of packaging and labeling protocols and laws and regulations governing sending, receiving, and transporting biological and chemical materials. ■ Knowledge of record keeping procedures for shipping, receiving, and distribution procedures. ■ Ability to update inventory database or records. ■ Knowledge of various conditions for shipping and the ability to select appropriate conditions for biological and chemical materials. 	<ul style="list-style-type: none"> ■ Understands learning process, recalls basic rules/principles and identifies own learning style. ■ Orders and maintains inventory. ■ Follows rules/policies/procedures and pays attention to details. ■ Records information accurately and completes documentation. ■ Follows schedule and performs given set of tasks.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – A. Perform routine laboratory work

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>A9. Communicate with co-workers to ensure quality laboratory work</p>	<ul style="list-style-type: none"> ■ Communication is clear and timely. ■ Relevant information is disseminated to appropriate personnel. ■ Active listening techniques are utilized. ■ Questions are asked of appropriate personnel in a timely manner. ■ Laboratory systems for communicating information are followed and kept up. 	<ul style="list-style-type: none"> ■ Knowledge of laboratory common systems. ■ Knowledge of roles of co-workers and current projects. ■ Knowledge of communication protocols and channels and reporting procedures. 	<ul style="list-style-type: none"> ■ Communicates appropriate verbal/nonverbal messages and presents basic ideas/information. ■ Interprets, clarifies, and influences communication. ■ Responds appropriately to others and establishes rapport with co-workers and customers. ■ Recognizes laboratory systems and understands system principles/terminology.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function — B. Assist with research and development

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
B1. Perform assays and experiments	<ul style="list-style-type: none"> ■ Assays are performed as per protocol. ■ Proper experimental design is followed. ■ Proper reagents are used. ■ Assays and experiments are completed on a timely basis. ■ All assay and experimental data are properly documented. ■ Proper controls and parameters are used. 	<ul style="list-style-type: none"> ■ Knowledge of assay protocols and experimental design. ■ Knowledge of reagents. ■ Knowledge of experiment documentation procedures. ■ Knowledge of experiment controls. ■ Knowledge of current, state-of-the-art protocols or procedures. ■ Knowledge of assay protocols and experimental design. ■ Knowledge of reagents. ■ Knowledge of experiment documentation procedures. ■ Knowledge of experiment controls. ■ Knowledge of current, state-of-the-art protocols or procedures. ■ Knowledge of basic chemistry, biology, biochemistry, molecular biology or immunology as applicable to the company product or project. 	<ul style="list-style-type: none"> ■ Performs assigned task, follows rules/policies/procedures and pays attention to details. ■ Understands requirements of the task. ■ Performs given set of tasks and follows schedule. ■ Records information accurately, completes documentation and summarizes information. ■ Understands and utilizes scientific method.
B2. Assist in method development	<ul style="list-style-type: none"> ■ Appropriate resources are researched prior to method development to ensure method represents best practices. ■ Method design is approved prior to execution. ■ Proposed protocols are properly documented. ■ Method development includes consideration of resources and equipment requirements and availability. ■ Proposed final method is offered for validation. ■ Recommendations are practical based on time, budget, and resources. 	<ul style="list-style-type: none"> ■ Knowledge of method resources including Internet, journals, product literature, and colleagues. ■ Knowledge of method design approval and validation processes. ■ Knowledge of protocol documentation procedures. 	<ul style="list-style-type: none"> ■ Probes to gain information and interprets and summarizes it. ■ Summarizes, integrates and analyzes information. ■ Manipulates techniques/formulas and interprets mathematical data. ■ Extracts information/data and uses logic to draw conclusions. ■ Utilizes previous training experience to predict outcomes. ■ Interprets technical information from articles and journals. ■ Performs comparative evaluations. ■ Utilizes cost analysis methods and evaluates availability of resources.
B3. Investigate new technologies & methodologies	<ul style="list-style-type: none"> ■ Appropriate literature is thoroughly reviewed on emerging methods and technologies. ■ Comparative evaluations are performed. ■ New methodologies and technologies are presented to co-workers for evaluation. ■ Cost analysis is performed and availability of resources is evaluated. 	<ul style="list-style-type: none"> ■ Knowledge of literature sources regarding emerging methods and technologies. ■ Knowledge of current and new methodologies. ■ Knowledge of industry terminology for technologies and methodologies. 	<ul style="list-style-type: none"> ■ Probes to gain information and interprets and summarizes it. ■ Summarizes, integrates and analyzes information. ■ Manipulates techniques/formulas and interprets mathematical data. ■ Extracts information/data and uses logic to draw conclusions. ■ Utilizes previous training experience to predict outcomes. ■ Interprets technical information from articles and journals. ■ Performs comparative evaluations. ■ Utilizes cost analysis methods and evaluates availability of resources.

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<p>B4. Perform data analysis</p>	<ul style="list-style-type: none"> ■ Appropriate tools are used to analyze data. ■ Processed data is summarized and properly documented and/or archived. ■ Data is thoroughly organized prior to analysis. ■ Conclusions are drawn from analysis. ■ Data is appropriately used to plan future experiments. 	<ul style="list-style-type: none"> ■ Knowledge of and ability to use data analysis tools such as software, graphing, statistical tools, and calculators. ■ Knowledge of data summary, documentation, and archive procedures. ■ Knowledge of data analysis procedures and protocols for drawing conclusions. ■ Ability to analyze experiment results and incorporate them into experiment planning. ■ Knowledge of experiment planning. 	<ul style="list-style-type: none"> ■ Demonstrates creative thinking process while problem solving. ■ Selects appropriate categories and applies processes to new information. ■ Interprets information and prepares basic summaries. ■ Uses logic to draw conclusions. ■ Recognizes job tasks.
<p>B5. Handle and/or obtain biological stock cultures</p>	<ul style="list-style-type: none"> ■ Cultures are properly labeled. ■ Cultures are kept healthy and viable. ■ Proper aseptic technique is consistently followed. ■ Cultures are kept pure and separate. ■ Routine care of cultures is performed on a timely basis. ■ Cultures are kept current in accordance with established procedures. ■ All documentation is maintained accurately and in a timely manner. ■ Cultures are properly disposed of in accordance with all applicable laws, regulations and procedures. 	<ul style="list-style-type: none"> ■ Knowledge of culture labeling protocols. ■ Ability to keep cultures healthy and viable. ■ Knowledge of the requirements of laboratory personnel and the projects for which they are responsible with respect biological stock cultures. ■ Knowledge of biological stock culture documentation procedures. ■ Knowledge of biological culture disposal procedures. 	<ul style="list-style-type: none"> ■ Performs assigned task, follows rules/policies/procedures, and pays attention to details. ■ Recognizes ethical issues and demonstrates trustworthiness. ■ Records information accurately, completes documentation, and summarizes information. ■ Adheres to standards.
<p>B6. Troubleshoot experiments and equipment</p>	<ul style="list-style-type: none"> ■ Proper controls and parameters are used in experiments. ■ Equipment is properly calibrated. ■ Integrity of reagents is confirmed. ■ Experimental data are reviewed and evaluated. ■ Co-workers and appropriate resources are consulted regarding experimental results. ■ Protocols are thoroughly reviewed and the experiment is repeated when appropriate. ■ Appropriate equipment literature is consulted. 	<ul style="list-style-type: none"> ■ Ability to use controls and parameters. ■ Knowledge of basic chemistry. ■ Knowledge of equipment calibration procedures. ■ Ability to determine if reagents are expired, degraded, or contaminated. ■ Knowledge of company and literature resources available to support the troubleshooting of experiments and equipment. 	<ul style="list-style-type: none"> ■ Utilizes mathematical techniques/formulas/processes. ■ Performs measurements and converts numerical data. ■ Actively participates in team activities. ■ Performs assigned tasks, follows rules/policies/procedures and pays attention to details. ■ Knows available technology, identifies appropriate technology, and understands requirements of the task and technological results.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

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<p>B7. Communicate results</p>	<ul style="list-style-type: none"> ■ Data is presented using proper oral presentation techniques. ■ Technical reports are written in a thorough manner. ■ Information is disseminated to appropriate personnel. ■ Appropriate visual aids are created and used. ■ Presentation is tailored to target audience. ■ Results are communicated in a succinct manner. 	<ul style="list-style-type: none"> ■ Knowledge of industry terminology and jargon. ■ Knowledge of company procedures regarding communication of results. ■ Knowledge of experiment planning. ■ Knowledge of audience and their needs. 	<ul style="list-style-type: none"> ■ Knows available technology, identifies appropriate technology, and understands requirements of the task and technological results. ■ Communicates appropriate verbal/nonverbal messages and addresses audience/purpose. ■ Prepares basic reports and summaries and selects method of communication. ■ Knowledge of organizing information.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – C. Manufacture the product or provide the service

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>C1. Set up equipment for the production process</p>	<ul style="list-style-type: none"> ■ Training is obtained, kept current, and documented. ■ Proper repairs and adjustments are made to production equipment prior to putting into service. ■ Set-up meets process specifications required by established procedures. ■ Equipment is correctly connected to facility utilities. ■ Equipment is properly cleaned and sterilized as required. ■ Equipment is properly calibrated and tested. 	<ul style="list-style-type: none"> ■ Knowledge of equipment training opportunities and requirements. ■ Ability to make repairs and adjustments to production equipment. ■ Knowledge of basic operations of production equipment. ■ Knowledge of process preparation. ■ Knowledge of basic sterilization procedures. ■ Knowledge of equipment calibration. ■ Knowledge of facility utilities. ■ Ability to work with automated and bar code systems. 	<ul style="list-style-type: none"> ■ Understands learning process, recalls basic rules/principles, and identifies own learning style. ■ Identifies own strengths/limitations and need for self-improvement. ■ Performs assigned tasks, follows rules/policies/procedures and pays attention to details. ■ Knows available technology, identifies appropriate technology, and understands requirements of the task and technological results.
<p>C2. Perform and monitor the process to make the product or provide the service</p>	<ul style="list-style-type: none"> ■ Process control data indicates that the manufacturing process is in compliance with standards. ■ Manufacturing process is performed in accordance with current Good Manufacturing Practices. ■ Operations are performed safely. ■ All deviations are noted, documented and reported as required. ■ Product and process documentation is completed, maintained and forwarded to the proper parties. ■ Production operations comply with all health, safety, and environmental policies and procedures. ■ All applicable aseptic techniques and clean-room processes are followed. 	<ul style="list-style-type: none"> ■ Ability to analyze process control data. ■ Knowledge of standards for manufacturing process and Good Manufacturing Practices. ■ Knowledge of health, safety, and environmental policies and procedures, operating production equipment, and executing production processes. ■ Ability to identify and name deviations and knowledge of reporting procedures. ■ Knowledge of product and process documentation procedures. ■ Knowledge of aseptic techniques and clean-room processes. ■ Ability to work with mechanical parts and tools. ■ Ability to work with automated and bar code systems. 	<ul style="list-style-type: none"> ■ Identifies system discrepancies, adjusts and monitors system performance, and troubleshoots malfunctions. ■ Performs assigned tasks, follows rules/policies/procedures and pays attention to details. ■ Records information accurately, completes documentation and summarizes information. ■ Recognizes ethical issues and demonstrates trustworthiness ■ Adheres to standards. ■ Knowledge of basic biology, chemistry, and physics. ■ Knowledge of pressure, temperatures, physical states, and material properties.
<p>C3. Inspect materials at all stages of process to determine quality or condition</p>	<ul style="list-style-type: none"> ■ Inspections occur according to schedule and procedures. ■ Inspection tools and procedures are selected and used correctly. ■ Materials are inspected against correct specifications. ■ Materials that do not meet specification are correctly identified. ■ Corrective action is taken on out-of-specification material. ■ Inspection results are properly documented. ■ Inspection results are reported to correct parties. 	<ul style="list-style-type: none"> ■ Knowledge of material specifications and inspection tools schedules and procedures. ■ Ability to identify out-of-specification materials. ■ Knowledge of corrective action procedures for out-of-specification materials. ■ Knowledge of inspection documentation and reporting procedures. 	<ul style="list-style-type: none"> ■ Performs given set of tasks and follows schedules. ■ Performs assigned tasks, follows rules/policies/procedures and pays attention to details. ■ Analyzes data, integrates multiple items of data, and contrasts conflicting data. ■ Adheres to standards. ■ Presents basic ideas/information.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – C. Manufacture the product or provide the service

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>C4. Participate in the installation, modification, and upgrade of equipment</p>	<ul style="list-style-type: none"> ■ All safety procedures and preventive safety measures are followed. ■ Tools, equipment and personnel are efficiently organized to do the job. ■ Follow-up is performed to ensure completeness of installation. ■ Equipment installation, customization, or upgrade is completed and documented to specification and schedule. ■ Equipment is properly calibrated following installation/upgrade. ■ Equipment is thoroughly tested following installation/upgrade to verify performance. 	<ul style="list-style-type: none"> ■ Knowledge of safety procedures and preventive safety measures for installation, modification, and upgrading of equipment. ■ Knowledge of tools, equipment, and personnel required for installation, modification, and upgrade of production equipment. ■ Knowledge of documentation procedures. ■ Knowledge of equipment installation, modification, and upgrade specifications. ■ Ability to use basic maintenance and repair tools such as screwdrivers, wrenches, and hammers. ■ Knowledge of calibration and metrology. ■ Knowledge of equipment testing procedures. 	<ul style="list-style-type: none"> ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Uses materials in a safe and efficient manner and maintains job specific supplies and equipment. ■ Monitors performance standards and follows up on assigned tasks. ■ Performs given set of tasks and follows schedules. ■ Understands technology applications and follows proper procedures.

<p>C5. Prepare final product for shipping or distribution</p>	<ul style="list-style-type: none"> ■ Packaging materials meet packaging and shipping specifications, including proper labeling. ■ Completed documentation of packaging and customer shipping instructions accompany the product to the next destination. ■ Product availability is communicated to the proper parties in a timely manner. ■ The product and all relevant information such as quantity, destination, and packaging instructions are checked against the work order. ■ Product is correctly sorted or staged for shipping. ■ All laws and regulations with regard to labeling, packaging, and transport are followed. ■ Material handling procedures are followed to prevent product damage. 	<ul style="list-style-type: none"> ■ Knowledge of packaging and shipping specifications and labeling protocols. ■ Knowledge of roles and responsibilities of departments and company personnel and lines of communication. ■ Ability to locate and identify relevant information about the product such as quantity, destination, and packaging instructions. ■ Ability to interpret work orders. ■ Knowledge of sorting and staging procedures and guidelines. ■ Knowledge of laws and regulations regarding labeling and transport. ■ Knowledge of material handling procedures and the ability apply them appropriately to various products. 	<ul style="list-style-type: none"> ■ Performs assigned tasks, follows rules/policies/procedures and pays attention to details. ■ Presents basic ideas/information. ■ Analyzes data, integrates multiple items of data, and contrasts conflicting data. ■ Understands the legal aspects of discrimination and demonstrates awareness of diversity.
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Critical Work Function – C. Manufacture the product or provide the service

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<p>C6. Monitor, maintain, and troubleshoot equipment, tools, and workstation</p>	<ul style="list-style-type: none"> ■ Spare parts required for equipment maintenance are obtained as needed. ■ Troubleshooting is performed efficiently and in accordance with established procedures. ■ Scheduled cleanings and maintenance are performed as per established procedures. ■ Abnormal equipment conditions are investigated and corrected and/or escalated in a timely manner. ■ Calibrations and other relevant measures are checked to ensure compliance with policies and procedures. ■ Equipment log books are accurately maintained and kept current. 	<ul style="list-style-type: none"> ■ Knowledge of spare parts required and how to obtain them. ■ Ability to troubleshoot equipment, tools, and workstations. ■ Knowledge of procedures for scheduled cleanings and maintenance. ■ Ability to identify abnormal equipment conditions. ■ Ability to calibrate equipment and tools. ■ Knowledge of procedures for keeping equipment log books. ■ Ability to use current terminology. ■ Knowledge of escalation procedures. 	<ul style="list-style-type: none"> ■ Orders and maintains inventory and monitors safe and efficient utilizations of materials. ■ Follows specified maintenance, troubleshoots failures, and evaluates performance of equipment. ■ Performs measurements and converts numerical data. ■ Records information accurately and completes log books.
<p>C7. Communicate with co-workers and/or customers to ensure production or service meets requirements</p>	<ul style="list-style-type: none"> ■ Internal/external communication procedures are followed. ■ Communication is clear and timely. ■ Relevant information is disseminated to appropriate personnel. ■ Active listening techniques are utilized. ■ Questions are asked of appropriate personnel in a timely manner. ■ Test results and reports are provided to customers as required. 	<ul style="list-style-type: none"> ■ Knowledge of production or service processes. ■ Knowledge of the end product or service. ■ Knowledge of roles of co-workers and current projects. ■ Knowledge of test results and reports. ■ Knowledge of communication protocols and procedures. 	<ul style="list-style-type: none"> ■ Understands the system organization and hierarchy and follows procedures. ■ Presents basic ideas/information. ■ Confirms information. ■ Responds appropriately to others and establishes rapport with co-workers. ■ Understands the legal aspects of discrimination and demonstrates awareness of diversity.
<p>C8. Coordinate inventory</p>	<ul style="list-style-type: none"> ■ On-site inventory is conducted as required in accordance with established procedures. ■ Expired or scrapped materials are properly removed and disposed of. ■ Inventory is properly documented. ■ Material is correctly and efficiently staged for production flow. ■ Effective communication is maintained with internal customers and suppliers and QC/QA Departments. ■ Materials receiving procedures are followed. ■ Documentation of received materials is complete and accurate. 	<ul style="list-style-type: none"> ■ Knowledge of on-site inventory procedures. ■ Ability to identify expired or scrapped materials and knowledge of disposal and scrapping procedures. ■ Knowledge of inventory documentation procedures. ■ Knowledge of material and process flow and the ability to document them. ■ Knowledge of staging procedures. ■ Knowledge of requirements of internal customers including QA/QC and external suppliers and vendors. ■ Knowledge of materials receiving procedures and documentation procedures. ■ Ability to work with automated and bar code systems. 	<ul style="list-style-type: none"> ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Records information accurately, completes documentation and summarizes information. ■ Maintains inventory and monitors safe and efficient use of materials. ■ Responds to customer needs and demonstrates sensitivity to customer concerns/interests. ■ Suggests system modifications/improvements and determines system components to be modified or improved.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – D. Maintain a safe and productive work environment

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>D1. Participate in employer-sponsored safety training</p>	<ul style="list-style-type: none"> ■ Training records are updated and kept current. ■ Successful completion results in certification where applicable. ■ Application of the training is demonstrated in performance of daily duties. ■ Mandatory training is attended. ■ Training opportunities are assessed and effectively utilized. 	<ul style="list-style-type: none"> ■ Knowledge of contents of training records. ■ Knowledge of certification processes and procedures. ■ Knowledge of emergency drill and incident documentation procedures. 	<ul style="list-style-type: none"> ■ Records information accurately, completes documentation and summarizes information. ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details.
<p>D2. Participate in emergency drills and emergency response teams</p>	<ul style="list-style-type: none"> ■ Training and certification on relevant emergency and first aid procedures is complete and up-to-date. ■ Emergency response complies with company and regulatory policies and procedures. ■ Emergency drills and incidents are documented promptly according to company and regulatory procedures. 	<ul style="list-style-type: none"> ■ Knowledge of training opportunities and requirements for emergency and first aid procedures. ■ Knowledge of emergency response procedures and policies. ■ Knowledge of emergency drill and incident documentation procedures. 	<ul style="list-style-type: none"> ■ Records information accurately, completes documentation and summarizes information. ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details.
<p>D3. Identify unsafe conditions and take corrective action</p>	<ul style="list-style-type: none"> ■ Conditions that present a threat to health, safety, and the environment are identified, reported, and documented promptly. ■ Corrective actions are identified. ■ Appropriate parties are consulted about corrective actions. ■ Corrective actions are taken promptly according to company procedures. ■ Ongoing safety concerns are tracked and reported until corrective action is taken. ■ Accidents are promptly reported to appropriate personnel and departments. ■ Local, state, federal, and company guidelines are followed in handling of biological materials. 	<ul style="list-style-type: none"> ■ Ability to identify conditions that present a threat to health, safety, and the environment. ■ Knowledge of unsafe condition and accident documentation and reporting procedures. ■ Knowledge of company and personnel assistance for correcting unsafe conditions. ■ Knowledge of procedures for taking corrective actions. ■ Knowledge of safety tracking procedures. ■ Knowledge of local state, federal, and company guidelines. ■ Ability to locate and interpret MSDS forms. 	<ul style="list-style-type: none"> ■ Recognizes ethical issues and demonstrates trustworthiness. ■ Uses previous training/experience to predict outcomes. ■ Analyzes situations, considers risks and implications, and compiles multiple viewpoints. ■ Records information accurately, completes documentation, and summarizes information. ■ Develops creative solutions and applies them to new situations. ■ Presents complex ideas/information and poses critical questions.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – D. Maintain a safe and productive work environment

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>D4. Suggest continuous improvements</p>	<ul style="list-style-type: none"> ■ Suggestions for improvements are generated through observation and data analysis. ■ Suggestions communicate measurable and data-driven benefits to the company, its customers, and employees. ■ Suggestions are made according to proper procedures and documentation. ■ Suggestions are not ignored due to status or hierarchy. 	<ul style="list-style-type: none"> ■ Knowledge of current procedures. ■ Ability to identify measurable, data-driven benefits to the company, customers, and employees. ■ Knowledge of procedures for making suggestions. 	<ul style="list-style-type: none"> ■ Responds assertively, accepts responsibility for own behavior, and understands own impact on others. ■ Responds appropriately to others. ■ Understands continuous improvement process and suggests system motivations and improvements. ■ Recognizes the organizational system and follows processes and procedures. ■ Recommends ethical courses of action.
<p>D5. Coordinate with work team</p>	<ul style="list-style-type: none"> ■ Time estimates are communicated to appropriate personnel upon request. ■ Team goals are specific, measurable, achievable, and time-bound. ■ Timelines are met effectively. ■ Team members are notified of project or production requirements in a timely way. ■ Production workflow runs efficiently. ■ Relationships with others facilitate effective workflow. ■ Workers actively participate in meetings and problem-solving groups. ■ Problems/delays are communicated to the team in a timely manner. 	<ul style="list-style-type: none"> ■ Ability to accurately estimate completion times. ■ Knowledge of goal-setting techniques. ■ Knowledge of scheduling procedures. ■ Knowledge of production workflow and timelines. ■ Knowledge of project and product. 	<ul style="list-style-type: none"> ■ Presents basic ideas/information. ■ Applies self-management skills and appropriately modifies goals. ■ Recognizes job tasks. ■ Performs given set of tasks, prioritizes daily tasks, and monitors/adjusts task sequence. ■ Analyzes situation/information and considers implications. ■ Applies principles to process/procedure and uses logic to draw conclusions.
<p>D6. Provide orientation and training for other employees</p>	<ul style="list-style-type: none"> ■ Cross-training is provided as appropriate. ■ Training needs are assessed regularly. ■ New requirements and training issues are identified. ■ Training goals are achieved through effective approaches ■ Training outcomes are documented. 	<ul style="list-style-type: none"> ■ Knowledge of overall work flow and production goals. ■ Knowledge of documentation procedures for training outcomes. 	<ul style="list-style-type: none"> ■ Identifies training needs and conducts task specific training. ■ Records information accurately, completes documentation, and summarizes information. ■ Responds to verbal/nonverbal communication and confirms information. ■ Presents complex ideas/information and analyzes group/individual responses.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – D. Maintain a safe and productive work environment

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>D7. Handle and dispose of hazardous materials</p>	<ul style="list-style-type: none"> ■ Hazardous materials are handled and disposed of in accordance with established procedures. ■ All hazardous materials documentation is thoroughly completed and filed in accordance with company policies and procedures, and in accordance with all applicable laws and regulations. ■ Deviations from correct hazardous materials handling procedures are reported and/or corrected promptly to appropriate personnel. ■ MSDS are consulted as needed. 	<ul style="list-style-type: none"> ■ Knowledge of hazardous materials handling and documentation procedures. ■ Knowledge of MSDS. ■ Knowledge of company policies and laws and regulations regarding hazardous materials. ■ Ability to identify deviations from correct hazardous materials procedures and knowledge of reporting and documentation procedures for deviations. ■ Knowledge of basic chemistry and biology. 	<ul style="list-style-type: none"> ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Recognizes ethical issues and demonstrates trustworthiness. ■ Records information accurately, completes documentation, and summarizes information. ■ Identifies relevant details, facts, and specifications. ■ Follows set of instructions.
<p>D8. Maintain security</p>	<ul style="list-style-type: none"> ■ Training is obtained regarding security. ■ Security breaches are promptly reported to appropriate personnel. ■ Proprietary documents and information are handled in accordance with company policies and procedures and remain on the premises. ■ Controlled materials cabinets and storage areas are kept locked at all times. ■ Security alerts are properly posted and communicated. 	<ul style="list-style-type: none"> ■ Knowledge of training opportunities and requirements regarding security. ■ Ability to identify security breaches and knowledge of reporting procedures. ■ Knowledge of company policies and procedures regarding proprietary documents and information. ■ Knowledge of access procedures to restricted storage areas. ■ Knowledge of posting and communication procedures for security alerts. 	<ul style="list-style-type: none"> ■ Understands learning process, recalls basic rules/principles, and identifies own learning style. ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Recognizes ethical issues and demonstrates trustworthiness.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – E. Perform documentation

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
<p>E1. Maintain lab notebook</p>	<ul style="list-style-type: none"> ■ Notebook is legible, current, and witnessed in accordance with all established policies and procedures. ■ All company policies and procedures are followed. ■ Notebooks are kept accessible to appropriate personnel. ■ Notebooks are archived as in accordance with all established policies and procedures 	<ul style="list-style-type: none"> ■ Knowledge of company policies, procedures, and protocols regarding laboratory notebooks. ■ Knowledge of storage and archiving locations and procedures for lab notebooks. 	<ul style="list-style-type: none"> ■ Records information accurately, completes documentation, and summarizes information. ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Selects appropriate categories, analyzes organization of information, and transfers information between formats.
<p>E2. Create documents</p>	<ul style="list-style-type: none"> ■ Appropriate templates are used in accordance with all established policies and procedures. ■ Documents are legible and concise. ■ The integrity of the original documents is maintained and all copies are disposed of in accordance with all established policies and procedures. 	<ul style="list-style-type: none"> ■ Knowledge of and ability to use templates. ■ Ability to maintain the integrity of original documents. ■ Knowledge of copy disposal policies and procedures. 	<ul style="list-style-type: none"> ■ Understands computer operations, performs basic data entry, locates and retrieves information, and utilizes networks. ■ Analyzes organization of information and transfers information between formats. ■ Selects information relevant to the task, integrates multiple items of data, and contrasts conflicting data. ■ Recognizes ethical issues and demonstrates trustworthiness.
<p>E3. Document Good Manufacturing Practices, Good Laboratory Practices, and Good Clinical Practices</p>	<ul style="list-style-type: none"> ■ All documentation is in compliance with company policies and procedures as well as regulatory and legal entities. ■ All documentation is legible and indelible. ■ All documentation is signed by appropriate personnel and dated. ■ All training on documentation is obtained and kept current. ■ All entries in documentation are clear and concise. 	<ul style="list-style-type: none"> ■ Knowledge of company policies and procedures and laws and regulations regarding Good Manufacturing Practices, Good Laboratory Practices and Good Clinical Practices. ■ Knowledge of Good Manufacturing Practices, Good Laboratory Practices and Good Clinical Practices training opportunities and requirements. 	<ul style="list-style-type: none"> ■ Records information accurately, completes documentation and summarizes information. ■ Performs assigned task, follow rules/policies/procedures and pays attention to details. ■ Performs given set of tasks and follows schedule.
<p>E4. Write reports</p>	<ul style="list-style-type: none"> ■ Documents are concise and complete and appropriate formats are used in accordance with all established policies and procedures. ■ Work is revised using feedback and suggestions from co-workers. ■ Reports are written within time constraints. ■ Reports include the appropriate references. 	<ul style="list-style-type: none"> ■ Knowledge of appropriate formats. ■ Knowledge of established policies and procedures. ■ Knowledge of appropriate references. ■ Knowledge of the needs of the audience and how report will be used. ■ Knowledge of content requirements of document. 	<ul style="list-style-type: none"> ■ Understands computer operations, utilizes integrated/multiple software, locates and retrieves information, and utilizes networks. ■ Performs given set of tasks and follows schedules. ■ Summarizes/paraphrases information and creates original documents. ■ Accepts constructive criticism. ■ Pays attention to details.

CONCENTRATION: RESEARCH, DEVELOPMENT, AND MANUFACTURING

Critical Work Function – E. Perform documentation

KEY ACTIVITY	PERFORMANCE INDICATORS <i>How do we know when the task is performed well?</i>	TECHNICAL KNOWLEDGE <i>Skills, abilities, tools</i>	EMPLOYABILITY SKILLS <i>SCANS skills and foundational abilities</i>
E5. Maintain equipment logbooks	<ul style="list-style-type: none"> ■ Logbook is maintained by user and includes daily usage and any instrument malfunction, calibration, cleaning, and preventative maintenance in accordance with established procedures. ■ Logbooks are bound with numbered pages. ■ Service dates and pertinent data are included. ■ Logbooks are properly archived in accordance with established procedures. 	<ul style="list-style-type: none"> ■ Knowledge of procedures for equipment logbooks. ■ Ability to identify and document malfunction, calibration, cleaning, and preventive maintenance activities, and knowledge of associated terminology. ■ Knowledge of contents of equipment logbooks, such as service dates. ■ Knowledge of logbook archiving procedures and locations. 	<ul style="list-style-type: none"> ■ Records information accurately, completes documentation, and summarizes information. ■ Knows available technology, identifies appropriate technology, and understands requirements of the task and technological results. ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Performs given set of tasks and follows schedules.
E6. Maintain chemical/biological stocks records	<ul style="list-style-type: none"> ■ Records are maintained in an orderly and timely fashion. ■ Materials are appropriately recorded in a log book and/or database. ■ Inventory is performed routinely. ■ Stock records are accessible to all relevant personnel. ■ Database security is maintained. 	<ul style="list-style-type: none"> ■ Knowledge of logbook and database procedures. ■ Knowledge of chemical/biological stocks inventory procedures. ■ Knowledge of stock record storage locations and procedures. ■ Knowledge of database security protocols. 	<ul style="list-style-type: none"> ■ Analyzes organization of information and transfers information between formats. ■ Records information accurately, completes documentation, and summarizes information. ■ Maintains inventory and monitors safe and efficient use of materials. ■ Recognizes ethical issues and demonstrates trustworthiness.
E7. Maintain training documentation	<ul style="list-style-type: none"> ■ Training records for each employee are maintained in accordance with all established policies and procedures. ■ Training records are accessible to all appropriate personnel. ■ Training records are reviewed periodically to ensure that they are accurate and current. 	<ul style="list-style-type: none"> ■ Knowledge of policies and procedures regarding training documentation. ■ Knowledge of training documentation filing and storage locations and procedures. ■ Knowledge of contents of training documentation records and the ability to evaluate them for accuracy and currency. 	<ul style="list-style-type: none"> ■ Performs assigned tasks, follows rules/policies/procedures, and pays attention to details. ■ Records information accurately, completes documentation, and summarizes information. ■ Identifies relevant details and follows a set of instructions.