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I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for determining training needs, providing training, and maintaining training records.

II APPLICATION

This procedure applies to all training programs.

This procedure concerns Human Resources and all other departments that provide training for their employees.

III PROCEDURE

1. Training Needs

- 1.1 The objective of the training program is to ensure that employees know relevant requirements of the quality system that pertain to their job functions; and that employees have the required skills for performing their functions.
- 1.2 Human Resources department is responsible for identifying training needs for company-wide programs, such as: general orientation, rules and regulations, quality system, safety, and other company-wide systems and issues.
- 1.3 Departmental managers are responsible for identifying training needs in their departments and for establishing departmental training programs. Departmental training is primarily focused on increasing the level of skills in operating equipment, processes, conducting inspections and testing, operational procedures for locations of work, etc.

2. Company-wide Training Programs

- 2.1 **General Orientation and Quality System Training:** Human Resources provides employee orientation training to all new and existing employees. The training familiarizes employees with administrative rules, employee programs and benefits, etc.; and explains the product and the quality system. At a minimum, the product and quality system training comprises: Product orientation with emphasis on quality characteristics; presentation of the company's quality system; explanation of quality policy; and the role of employees in maintaining the quality system and improving its efficiency. Participation in the employee orientation training is recorded and these records are maintained by the Human Resources Dept.
- 2.2 **Safety Training:** All employees are trained in safe work practices, first aid, use of personal protective equipment, and emergency procedures, as applicable. Safety training is provided by Human Resources or directly by departments and training records are maintained by the department that provides training.
- 2.3 **Use of Company-wide Systems:** Wide groups of employees are trained in the use of such interdepartmental systems, such as part and material coding/numbering system, retrieval and creation of electronic (computer) documents and records, and so forth. Training is provided by the department that is responsible for the system and training records are maintained by the department that provides training.
- 2.4 **External Training:** Educational reimbursement is available for employees who participate in seminars, conferences, and other forms of external training. Requests for external training are evaluated and processed by Human Resources.

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2.5 **Self-Study:** Personnel are encouraged on all levels to read professional reports, magazines, and books. Requests for magazines and books are evaluated and processed by individual departments. Self-study is considered in formal recognition of skills as an alternative form of training. Where appropriate, self-study is recorded.

3. Departmental Training

- 3.1 Each department is responsible for providing the necessary training to ensure that its employees are skilled, capable and competent to perform their functions.
- 3.2 On-the-job training, i.e. working under supervision of a more experienced employee, is used when appropriate. On-the-job training is recorded, to include its scope, duration, and the name of the person who supervised the training.
- 3.3 Production personnel are trained in operating/performing key processes and equipment. Production maintains records demonstrating who is qualified to operate/perform specific processes and equipment.
- 3.4 Quality control inspectors are trained in the use of measuring and testing equipment, and in inspection and testing techniques, as applicable. Quality Control maintains appropriate training and qualification records.
- 3.5 Employees that, prior to implementation of this procedure, have proven experience in operating/performing processes and equipment do not need to be trained, but their skills are identified and recorded.
- 3.6 Those employees who do not perform satisfactorily are provided with additional or repeated training.
- 3.7 Employees shall be evaluated annually for continued proficiency in the area. Proficiency may be evaluated by continuing satisfactory performance in the area of qualification during daily operations, or by other means such as review of documentation or performance of tasks or knowledge.

IV ASSOCIATED DOCUMENTS

- Work Instructions –
- Form 02-02 Training and Qualification Record

V. RECORDS

<u>Record</u>	<u>Keeper</u>	<u>Location</u>	<u>Retention Time</u>
Training and Qualification Record	Human Resources	Office File	7 years from end of employment

VI. REVISION RECORD

<u>Rev</u>	<u>Date</u>	<u>Para</u>	<u>Description</u>
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