

Rose Electronics Distributing Co., Inc.

Quality Manual

MAN-06-2

RESOURCE MANAGEMENT

Section 6.2

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Section Page 1

Competence, Awareness and Training

GENERAL POLICY

ROSE Electronics identifies personnel training needs, provides required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations, and processes are qualified on the basis of appropriate education, experience, or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel qualifications and training are maintained.

PROCEDURAL POLICIES

1. Identification of training needs and awareness programs

- 1.1 Human Resources department is responsible for identifying training needs and awareness programs for company-wide participation, such as: general orientation, rules and regulations, quality system, safety, and other company-wide systems and issues.
- 1.2 Departmental managers are responsible for identifying competency requirements and 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 and processes, conducting inspections and testing, using analytical and statistical techniques, and so forth.
- 1.3 In addition, training needs are often identified in response to corrective or preventive action requests (CARs), as nonconformities may be caused by inadequate training.

2. Awareness and training programs

- 2.1 ROSE Electronics provides, or supports, the following categories of company-wide and departmental training and awareness programs:
 - **General orientation and quality system awareness training** — Explains how the product is used and how the quality system works to ensure product quality. Provided to all employees.
 - **Safety training** — Instructs in safe working practices, use of personal protective equipment, first aid, etc. Provided to all affected employees.
 - **Use of company-wide systems** — Explains interdepartmental systems, such as product

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coding/numbering system, use of computers, databases, email, etc. Provided to affected employees.

- **External training** — External seminars, conferences, and courses. Provided to individual employees on as-needed basis.
- **Self-study** — Reading magazines, books, and reports. While all employees are encouraged to broaden their knowledge through reading, in some cases self-studying may be required as formal training.
- **Skill training in engineering, production, and quality control** — departmental training in specific skills. Often provided as on-the-job training.

2.2 Operational Procedure QOP-62-01, Training and Awareness, describes in detail the training and awareness programs provided by ROSE Electronics.

3. Effectiveness of training

3.1 Effectiveness of training is evaluated using the following approaches:

- Follow-up performance evaluation of trained employees
- Review of the overall performance in areas relevant to particular training programs;
- Consideration of competency and training when investigating causes of quality system failures and product or process nonconformities; and
- A global review of all training and awareness programs, conducted within the framework of management reviews of the quality system.

Operational Procedures QOP-62-01, Training and Awareness, and QOP-56-01, Management Review, prescribe more specific methods for evaluating particular categories of training and awareness programs.

4. Training records

4.1 Training records are established for all types of training. Records are normally established and maintained by the department managers. Department managers maintain as-hired qualification records, and may also have copies of some departmental training.

4.2 Training and skill information for employees are maintained online in the Quality Information System (QIS) database.

ASSOCIATED DOCUMENTS

- Operational Procedure QOP-62-01: Training and Awareness
- Operational Procedure QOP-56-01: Management Review