

<b>Your Logo Here</b>	<b>TRAINING</b>		
	<b>Operational Procedure: AOP-18-01</b>	<b>Rev.: A</b>	<b>Pg. <del>111</del> of 3</b>

### DISTRIBUTION

- |   |                                     |  |
|---|-------------------------------------|--|
| <input type="checkbox"/> President              | <input type="checkbox"/> Purchasing | <input type="checkbox"/> Human Resources   |
| <input type="checkbox"/> Design Engineering     | <input type="checkbox"/> Service    | <input type="checkbox"/> Quality Assurance |
| <input type="checkbox"/> Production             | <input type="checkbox"/> Marketing  | <input type="checkbox"/> Quality Control   |
| <input type="checkbox"/> Production Engineering | <input type="checkbox"/> Sales      | <input type="checkbox"/> Production Areas  |
| <input type="checkbox"/> Materials Control      | <input type="checkbox"/> Contracts  | <input type="checkbox"/> Office Areas      |

## 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 all training programs provided by <COMPANY X> Inc.

It directly concerns Human Resources and all other departments that provide training for their employees.

## III PROCEDURE

### 1. Companywide Training Programs

1.1 **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. As 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; discussion of continuous improvement techniques and goals; and the role of employees in maintaining the quality system and improving its efficiency. Participation in the employee orientation training is recorded. The records are maintained by Human Resources.

1.2 **Safety Training:** All employees are trained in safe work practices, fist aid, use of personal protective equipment, and emergency procedures, as applicable. Safety training is provided by Human Resources or directly by departments. Training records are maintained by the department that provides training.

Written by:	Original Issue Date:
Approved by:	Date:
Approved by:	Date:

# TRAINING

Operational Procedure: AOP-18-01

Revision: A

Page 222 of 3

- 1.3 **Use of Companywide Systems:** Wide groups of employees are trained in the use of such interdepartmental systems as part and material coding/numbering system, barcode 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. Training records are maintained by the department that provides training.
  - 1.4 **External Training:** <COMPANY X> Inc. has an educational reimbursement policy for employees who participate in seminars, conferences, and other forms of external training. Requests for external training are evaluated and processed by Human Resources.
  - 1.5 **Self-Study:** <COMPANY X> Inc. encourages personnel 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.
2. **Departmental Training**
    - 2.1 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 using analytical and statistical techniques, operating equipment and processes, conducting inspections and testing, etc.
    - 2.2 In Production, only qualified and/or trained personnel are assigned to operate key processes and equipment. Production maintains records demonstrating who is qualified to operate specific processes and equipment.
    - 2.3 In Quality Control, inspectors are trained in calibration and use of measuring and testing equipment, and in inspection and testing techniques, as applicable. Quality Control maintains appropriate training and qualification records.
    - 2.4 Employees that, prior to implementation of this procedure, have proven experience in operating processes and equipment do not need to be trained. But their skills are identified and recorded.
    - 2.5 Those employees who do not perform satisfactorily are provided with additional or repeated training.
  3. **Training Documentation and Effectiveness Evaluation**
    - 3.1 Companywide and departmental training provided is documented in Training Specification sheets. Each type of training is specified in terms of its purpose, scope, form, duration, application, record requirements, and qualified instructors. Training materials are referenced when applicable.
    - 3.2 Departmental managers review their training programs annually to evaluate effectiveness
-

## TRAINING

Operational Procedure: AOP-18-01

Revision: A

Page 322 of 3

of each type of training provided. Evaluation results are recorded in the Training Evaluation Report, a model of which is enclosed at the end of this procedure.

#### IV ASSOCIATED DOCUMENTS

- Process Operator Instructions — Oper. Proc. OOP-09-02

---

Insert **TRAINING EVALUATION REPORT FORM** from file FRM1801.DOC