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| **Date:** |  |  |
| **Signature:** |  |  |

**TRAINING PROCEDURE**

All employees of the organization are permitted to study and adhere to this document. However, any modifications to this document must be approved by a management representative.

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| **Revision Number** | **Issue Date:** | **Revision details** |
| 00 | 16/02/2020 | Training Procedure |
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# Purpose

The objective of preparing and compiling this Procedure is to delineate the processes for identifying training needs and devising strategies to effectively manage and supervise the company's training activities. The overarching aim is to enhance the professional and scientific knowledge of employees, thereby fostering organizational development and excellence.

# Scope

The implementation of this training procedure involves all employees of the company.

# Responsibility and Authority

It is the responsibility of managers and supervisors within each department to identify training needs and communicate them to the designated training authority, whose approval falls under the purview of factory or CEO management. The training manager is tasked with the planning and execution of training courses, as well as assessing their effectiveness. Concurrently, departmental managers and supervisors are responsible for evaluating the educational impact of training on their respective teams and conveying feedback to the training manager within a quarterly timeframe following the completion of each course.

# References

ISO 9001: 2015

Training standards

# Description of the Educational Executive Method

## **Introduction**

The training process and its outcomes within this company are integral components of both individual and collective knowledge development, thus meriting consideration by the organization's management and leadership. In this company, there are two types of training. The first type is on-the-job training, which is conducted in the workplace by a supervisor or master, tailored to the specific needs and plans previously determined.

The second type comprises regular, extensive courses held either within or outside the company premises. These courses necessitate approval from the CEO or factory management and entail the following prerequisites:

* Duration,
* Location,
* Instructor (trainer),
* Start and finish times,
* Required materials such as booklets, books, or CDs.

## **Educational needs:**

In this company, training needs assessment and planning occur at the beginning of each year and are tailored to the requirements of unit employees in their respective roles. These needs are communicated to the training unit by the relevant manager/supervisor using the training needs announcement form (F-TE-02), which is subsequently approved by the training manager. In the event of recruiting new staff, the requisite training will be identified by the training manager using the form (F-TE-02), which is subject to approval by management.

The inputs and criteria for determining training needs in the event of human error are based on the following parameters:

* description of competencies and skills required for jobs (Human Resource Procedure P-HR-16) and compared with existing skills of employees,
* educational calendar
* individual performance,
* Return of goods,
* customer complaints,
* waste,
* rework,
* machine efficiency,
* etc.

## **Training planning:**

Following the confirmation of the training needs, the training director will proceed to determine the following items as part of the training plan, which will be documented in the form (F-TE-03):

* Duration of the training
* Training location (external supplier or internal)
* Participants
* Training schedule (date and time)
* Instructor
* Start time
* Finish time
* Required materials such as booklets, CDs, books, etc.

All coordination for scheduling and conducting training courses is managed by the training manager to ensure timely delivery. At the conclusion of the training session, attendance is verified, and if deemed necessary, a test will be administered, with results factored into the calculation of the overall effectiveness.

## **Execution of training:**

Seven days prior to the training session, the training manager posts the training program form (F-TE-03) on the bulletin board, ensuring relevant personnel are informed of the training details including time and location. On the day of the training, the designated training supervisor monitors staff attendance using the Attendance form (F-TE-06). Absences without acceptable reasons result in oral warnings, with repeated offenses warranting written warnings, copies of which are forwarded to the CEO. Any unimplemented courses are rescheduled and overseen by the training manager.

## **Exam:**

For courses exceeding 8 hours in duration, an examination is administered, and the results are disseminated to the pertinent units within one week. This assessment serves as a key input for evaluating the training's effectiveness. In the event that the test score falls below 80%, a thorough analysis of the root causes is conducted, and corrective measures are contemplated as deemed necessary.

## **Course evaluation:**

At the conclusion of training courses exceeding 8 hours in duration, the training manager distributes the training evaluation form bearing code (F-TE-04) to the staff. This form allows participants to provide feedback on various aspects of the course quality, encompassing parameters such as:

* Educational environment
* Quality of educational content
* Clarity in conveying educational topics
* Effectiveness of educational aids
* Other relevant factors

The evaluation results of the training course will be analyzed by the training director, and if the evaluation score is lower than 75%, corrective actions will be taken.

## **Training effectiveness**:

Three months following the training course, unit managers complete the Training Effectiveness Form (F-TE-05) for their respective supervised individuals. Subsequently, this form is forwarded to the training manager for review and assessment. The test score of the course is also taken into account when calculating the overall effectiveness.

If the training effectiveness index fails to meet the acceptance criterion of 80%, corrective action (P-CP-09) will be initiated. This process encompasses the following steps:

* Analysis of root causes
* Determination of corrective actions
* Implementation of corrective actions
* Evaluation of the effectiveness of corrective actions

**Corrective actions may include the following:**

* Reconducting the course
* Enhancing course delivery methods
* Improving educational resources
* Changing the course instructor

## **Instructor selection:**

The selection of training instructors is conducted by the training manager, who chooses experienced staff from within the organization for this role. External instructors are chosen through a process of identifying and evaluating educational institutions by a team comprising the director of education and the director of quality assurance.

## **Training records:**

All records pertaining to the training course will be documented in the Training Record Form (F-TR-01) by the training manager.

# Duration and place of records

The records from the implementation of this procedure include the documents listed in the following table, which show the duration and location of their whereabouts.

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| --- | --- | --- | --- | --- | --- |
| **Rid of outdated records** | **Location of stagnant retention** | **Periods of stagnant retention** | **retention location** | **Normal retention Period** | **Document name** |
| destroy | Training unit | One year | Training unit | Until the review | Training record Form |
| destroy | Training unit | One year | Training unit | Until the review | Training needs Form |
| destroy | Training unit | One year | Training unit | Until the review | Training Program Form |
| destroy | Training unit | One year | Training unit | Until the review | Training Evaluation Form |
| destroy | Training unit | One year | Training unit | Until the review | Training Effectiveness Form |
| destroy | Training unit | One year | Training unit | Until the review | Training Attendance Form |

# Documents attached

* Training Record Form (F-TR-01)
* Training Needs Form (F-TR-02)
* Training Program Form (F-TR-03)
* Training Evaluation Form (F-TR-04)
* Training Effectiveness Form (F-TR-05)
* Training Attendance Form (F-TR-06)

# Related Documents

* Human Resource Procedure (P-HR-16)
* Corrective Action Procedure (P-CA-05)