

Customize with your information.

INSERT YOUR COMPANY LOGO/NAME HERE

P-720-A

Competence and Awareness

Documents are all numbered to comply with document control requirements.

1.0 Purpose/Scope

- 1.1 This procedure describes the process for ensuring that employees have the training, are aware and are competent for the work that affects quality at Your Company.
1.2 The procedure applies to personnel whose work affects quality performance.

2.0 Responsibilities and Authorities

- 2.1 The Human resources manager has the prime responsibility and approval authority for this procedure.
2.2 In support of the Human resources manager, the Quality team / AS steering committee is responsible for identifying requirements for each position that affects product quality.
2.3 Additional responsibilities for the Quality team leader / AS management representative, the human resources staff, the supervisors, and employees are detailed in relevant paragraphs of section 5.0 below.

3.0 References and Definitions

- 3.1 Reference
3.1.1 This document covers clause 7.2, Competence, and clause 7.3, Awareness, of the AS 9100 D standard.
3.2 Definition
3.2.1 Competence: Ability to apply knowledge and skills to achieve intended results.

4.0 Resources

- 4.1 None Requirements of the standard are all addressed.

5.0 Instructions

- 5.1 The Quality team / AS steering committee determines the competence of person(s) required for the work that affects quality performance.
5.1.1 In support of the planning procedures P-600 for Planning of the QMS and P-810 for Operational planning and control, this procedure addresses the competence issues dealing with:
- Ensuring that employees are competent on the basis of appropriate education, training, or experience.
- Taking actions to acquire the necessary competence and evaluating the effectiveness of the actions taken.
- Retaining documented information as evidence of competence.
5.1.2 In support of the planning procedures, awareness issues are addressed with new employees. They attend orientation training and made aware of:

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- The relevant QMS documented information and subsequent changes
- The quality policy
- The relevant quality objectives
- Their contribution to an effective QMS
- The benefits of improved quality performance
- The implications of not conforming to requirements of the QMS
- The importance of meeting customer requirements and the need for ensuring customer satisfaction
- The importance of meeting regulatory, statutory requirements
- Their contribution to product safety, and conformity to products or service
- The importance of ethical behavior
- The prevention and detection of counterfeit parts

**Recommendations for customization are included in blue type.**

5.1.3 Awareness training is repeated for all employees as **supervisors or management or the Quality team / AS steering committee** identifies the need to retrain employees.

5.1.4 Additional awareness and communication methods are used as defined in the procedure P-740 for communication.

5.2 **Human Resources staff** maintains records of employee qualifications and documents the education, experience and skills required for each position and job. **A job description form such as F-720-003 is used for this purpose.**

5.2.1 In support of the planning procedures, the level of knowledge needed to achieve product and service conformity to requirements is considered.

- Knowledge is maintained and made available through planned training. **Organizational knowledge can include information such as intellectual property and lessons learned.**
- When addressing changing needs and trends, the current knowledge is assessed to determine how to acquire new needed knowledge. Knowledge is obtained as defined in procedure P-710 for Resource management.

5.2.2 The **Quality team leader / Management representative** is on alert for opportunities to improve organizational knowledge. **An information center / library is maintained to collect and make available information that can enhance knowledge.**

5.3 **Each supervisor** is responsible for identifying job specific training requirements for each position in their area and to maintain the **employee training summaries on spreadsheet, form F-720-004 or in a training database.**

**Related forms, records and documents are referenced to comply with document control requirements.**