

 ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director			
PROCEDURE TITLE: Provision of Resources	DOCUMENT NUMBER: ISO_6-1	REVISION LEVEL: Final Draft	REVISION DATE: 1/10/08	Approval: Managing Director

Purpose/Scope:

This procedure describes requirements for resource management and provision including equipment, tools, facilities, staffing, and training needs.

Responsibility:

The Managing Director is ultimately responsible for identifying resource needs necessary to ensure continuity of the organization and service to the public. In addition, the necessary resources shall be provided to ensure customer satisfaction and the continual improvement and effectiveness of business and quality systems.

ISO 9001:2008 Reference: 6.1 - Provision of Resources

Procedure:

- 1.0 The Washtenaw County Road Commission management team provides the resources necessary to ensure continuity of the business and maintenance of the quality system. In addition, resources necessary to meet customer and public expectations for projects shall be provided.
- 2.0 The Managing Director is responsible for overall facility, equipment and personnel resource needs, including ensuring competent personnel are assigned to all job functions.
- 3.0 Department Managers and supervisors are responsible for the identification and communication of resource needs to ensure business continuity and support of customer needs.
- 4.0 All staff is responsible for informing their manager when additional or replacement resources are needed. Depending upon the nature and cost of the resource need, it may be addressed through normal purchasing procedures. Capital and human resource expenses are addressed through the budgeting, Management Review and Business Planning processes.

Infrastructure

- 5.0 WCRC management team is responsible for ensuring the required infrastructure needs are provided necessary to achieve the level of service expectations to the public including buildings, workspace, and equipment.
- 6.0 Directors and department managers are responsible for identifying and providing relevant resource needs for day-to-day operations. Infrastructure needs shall be reviewed and established during business planning and the budgeting process.