

	ISO 9001-2008 PROCEDURE	PROCESS OWNER Human Resource Manager		
PROCEDURE TITLE: Competency, Awareness & Training	DOCUMENT NUMBER: ISO_6-2	REVISION LEVEL: Draft 4	REVISION DATE: 02/10/2010	Approval: Managing Director

Purpose/Scope:

This procedure defined requirements for development of competencies and training plans for all Washtenaw County Road Commission employees.

Responsibility:

Department Directors are responsible for development and maintenance of job position skills matrices and the training plans for their employees. The Human Resource Manager is responsible for supporting and administering plans as necessary.

ISO 9001:2008 Reference: 6.2 - Competency, Awareness and Training

Procedure:

- 1.0 Department Directors are responsible to ensure their staff is aware of the relevance and importance of their job functions and how they contribute to product quality, customer satisfaction and WCRC quality objectives. This is done in part, through department performance measures which are linked to WCRC's Business Operating System scorecard.
- 2.0 Department Directors complete a Skill Plan for each distinct job position within their departments. Each employee is evaluated against their position skills requirements to assess training and development needs. The matrices shall be reviewed during employee performance review meetings.
- 3.0 The current level of proficiency of each employee shall be evaluated by the Department Director based on mandated or optional requirements.
- 4.0 The Department Director or designee, will determine the desired level of proficiency for each of the skills listed on the Matrix for the employee.
- 5.0 Based on the evaluation of each employee, skill plans shall be prepared for each full time employee by the Department Director. Training needs will be discussed with the employee during the performance review meeting.
- 6.0 If an employee job assignment changes, the skill plan will be updated to reflect the new assignment and responsibilities.
- 7.0 As training is completed, the record of training and the completion date is provided to Human Resources for entry into Precision. Any certificates that the employee receives from a training source will be copied and filed as a record of completion.



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- 8.0 The effectiveness of the training shall be documented on the Training Plan by the Department Director and the employee.
- 9.0 Skills Matrices and Training Plans for each full time employee are maintained in the employee files with Human Resources.