

<b>VOP</b>			
<b>Viamed Operating sub Process</b>			
<b><u>TRAINING</u></b>			
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		Viamed Ltd ISO13485:2016: 6.2 VST Ltd ISO9001:2015: 7.2, 7.1.2, 7.1.4, 7.3	Page 1 of 2
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## **SCOPE**

This procedure is established to describe the system used within the company for the Control of Training. It is used in conjunction with the individual sub procedures, which show the relevant information necessary.

This procedure outlines the methods in operation within the company for identifying and planning the needs for training of personnel in activities affecting systems and product quality, as well as other specific allocated tasks. Training needs are identified by the specific requirements of current practices in the process of the company's system, and re-training will be undertaken as a consequence of change in such as product design, working practices, international standards or technological advance.

## **RESPONSIBILITIES**

It is the responsibility of the Managing Director, to ensure that the contents of this procedure, and related procedures, are adhered to.

In conjunction with the HR Controller, they will agree identified needs and arrange suitable training as required.

## **TRAINING**

All new employees will undergo an induction on their first day of employment, given by management or the relevant departmental head, and shall be conducted against the relevant points detailed on the check list, CPMF 14 New Employee Induction Checklist (QC 40 HS 01 )Doc ID 30833. A training record is maintained for all personnel within the company. These records will form the basis of the skills, experiences and qualifications attained / needed to perform the tasks / functions in which they have been employed. Competencies for staff are recorded in the Training Manual and Framework.

Documents are available in Intrastats in the Document Index. These are primarily COPS Company Operating produces, but also other operating procedures, work instructions, manufacturing specifications, software instructions etc., these are used as training support throughout the company.

Training is managed in Intrastats through the training manager. This contains courses and training material / procedures, that most of the staff will require. Once training is complete its is reviewed and signed off by the HR controller or Director. Other training is added to the training records as part of the Intrastats system eg. QA and production or manually by the staff themselves as they develop with in the company.

All service Engineers will be suitably qualified and trained to meet standards of workmanship set out in manufacturers installation instructions, company procedures and codes of practice. Those that require it, will attended external supplier training and only when certified by them will they be able to service these products. Technicians are assigned to elementary stages of their job function

until competent. Competence is assessed by Supervisors in an ongoing hands on process. QA and error reporting in Intrastats is also used to assess competence.

Management level personnel are employed on the basis of their skills and experiences to perform their role within the company. Additional training may be undertaken to enhance their contribution to the effective running of the company. All other personnel will be given training in order to enhance their contribution to the company. This training may include, but not be limited to, quality, process and office procedures, warehouse procedures, product knowledge, stock control, problem identification, systems training etc. Such training may also be carried out at manufacturers premises on product specifications and servicing. Alternately, manufacturers may be invited to carry out training at Viamed when appropriate e.g. new product line or periodically with user representatives.

Production supervision and operatives will be fully trained in methods and skills required to perform their tasks and any additional specialised functions. Such training will include the proper use of instrumentation, tooling and machinery together with the understanding of any instruction given.

The need for personnel performing certain specialised operations, processes, or testing that require formal qualifications will be evaluated, documented and implemented as appropriate. Consideration will be given to experience or demonstrated skills.

### **EFFECTIVENESS**

We are using error reporting to verify the effectiveness of the training program and statistical analysis to prove the competence of staff.

Intrastats can monitor error reporting and can break this down to individual staff and areas. This process is used to verify they are competent in their specific roles / areas and it is ongoing and monitored regularly for areas of high mistake / errors. These are then reviewed and where needed appropriate action is take eg. further training, frequent assessments, appraisals, review of roles, work load and discussions with supervisors.

### **REVIEWS**

Training requirements and personnel records will be reviewed once per annum at the management review, or immediately should a requirement occur, or new techniques be introduced. During the review, due notice will be taken of such factors as personnel retirement, promotions or other such changes in order to ensure continuity of the Management system. At any other time, should a need for training be identified, this will be brought to the attention of senior management, who will take appropriate action to ensure that this need is addressed. Requesting of training can be done through Intrastats issue under the training heading.