SCOPE

This procedure establishes the company's system for managing and controlling training. It operates alongside individual sub-procedures containing the detailed, relevant information necessary. This procedure outlines the methods used to identify and plan training needs for personnel engaged in activities affecting system and product quality, as well as other specific assigned tasks. Training requirements are identified by evaluating current practices within the company's system. Re-training is conducted as a result of changes in product design, working practices, international standards, or technological advances.

RESPONSIBILITIES

The Managing Director is responsible for ensuring compliance with this and related procedures. In collaboration with the HR Controller, they will determine training needs and arrange suitable training as required.

OBJECTIVES

The objective of this VOP is to establish control over training, ensuring personnel are appropriately trained for tasks impacting system use and product quality. To establish a structured training system that ensures staff competence, compliance, and continuous improvement.

TRAINING

All new employees undergo an induction on their first day, led by management or the relevant department head, following the CPMF 14 New Employee Induction Checklist (QC 40 HS 01) Induction Guidelines. A training record is maintained for each employee, documenting the skills, experience, and qualifications required for their roles. Staff competencies are tracked in the Training Manual and Framework.
Documents supporting training, primarily COPS Company Operating Procedures, along with other operational documents, are available in the Document Index on Intrastats.

Training is managed through the training manager in Intrastats, which houses required courses and materials. Once training is completed, it is reviewed and signed off by the HR Controller or Director. Additional training, such as QA or production-specific training, is logged in Intrastats or added manually by staff as they progress.

Service engineers are qualified and trained to meet manufacturers' standards and internal codes of practice. Engineers attend external supplier training as required and may only service products after certification. Technician competence is assessed continuously by supervisors through hands-on evaluation, and QA/error reports within Intrastats help assess and confirm competence.

Management personnel are hired based on relevant skills and may receive further training to enhance their contributions. All other staff receive training tailored to their roles, including quality, process, office procedures, product knowledge, and other relevant skills. Training may occur on site, at manufacturer premises, or involve manufacturers training staff at Viamed.

Production supervisors and operatives are trained in essential skills for their tasks and specialized functions, including the correct use of equipment and adherence to instructional guidelines.

Formal qualifications for specialized tasks are evaluated, documented, and implemented as needed, with consideration given to experience and proven skills.

EFFECTIVENESS

The effectiveness of the training program is assessed through error reporting and statistical analysis, evaluating staff competence across departments. Intrastats enables detailed monitoring and analysis of error data by individual staff and departments. High-error areas are reviewed, and corrective actions, such as additional training or workload adjustments, are implemented as needed. Training requirements and staff competency are reviewed during annual appraisals and are continuously monitored through the company's error reporting systems. In evaluating training needs, a risk-based approach is applied consistently across all company areas to prioritize safety and quality.

REVIEWS

Training requirements and personnel records are reviewed annually at the management review or immediately if a requirement arises. This review considers factors like personnel retirements, promotions, or other changes to ensure continuity in the management system. Additional training needs can be raised with senior management via Intrastats under the training heading, prompting action as needed.

CONTINUOUS IMPROVEMENT

Our approach to training incorporates continuous improvement, ensuring that training programs and materials evolve to meet the changing needs of the company and industry standards. Feedback from error reporting, competency assessments, and annual appraisals is regularly reviewed to identify areas for improvement in training content and delivery methods.

Where new technologies, processes, or regulatory requirements arise, training materials are updated, and re-training is provided to ensure staff remain competent and effective in their roles. This proactive approach supports staff development, enhances operational efficiency, and helps maintain high standards across all functions.