

HEXATECH	HUMAN RESOURCES	Issue No.: 1	Document Effective Date: 01 Jun 2017	Page 1 of 2
	<b>Awareness, Training &amp; Competency Procedure</b>	Revision No.: 1		Document Ref: HRA-03

Purpose:	To outline a system to instill quality system awareness in employees and to identify the competency and training needs for each employee by providing general guidelines for skill and competency training requisition.
Scope:	This procedure covers all forms of awareness, training and upgrading of competency required for new and existing employees.
ISO Reference:	MS ISO 9001:2015 Clause No. 7.2, 7.3

Step	Activity	Responsibility	Reference
1	<p><u>Awareness</u></p> <p>It is the responsibility of ISO Manager (IM) to create awareness among the Company personnel with the use of the ISO Website on matters relating to the Quality Management System (QMS) adopted by the Company as follows:</p> <ol style="list-style-type: none"> <li>Quality Policy (refer Annex D).</li> <li>Quality Objectives (refer Annex H).</li> <li>QMS Effectiveness (refer management review).</li> <li>Implication of non-conforming to QMS requirements (refer Non-Conformance &amp; Corrective Action Procedure)</li> </ol>	IM	ISO Website Non-Conformance & Corrective Action Procedure
2	<p><u>Training</u></p> <p>ISO Manager (IM) will from time to time, conduct training to create awareness and impart working knowledge to enable all employees to understand and interpret basic requirements of QMS based on ISO9001:2015. Such training shall be programmed into the Annual Training Plan.</p>	IM	Annual Training Plan
3	<p><u>Performance Gap Analysis</u></p> <p>Conduct performance gap analysis to assess the competency level of each existing employee using the Personnel Appraisal Report and Employee Competency Report.</p>	HRM	Personnel Appraisal Report, Employee Competency Report
4	<p><u>Determine Action To Be Taken</u></p> <p>Review the skills of all existing employees and select those who need skill upgrading or re-training in the Employee Competency Report. Based on the upgrading plan, obtain the necessary budget (if required) for engaging trainers either from in-house or externally sourced.</p>	HRM	Employee Competency Report, Annual Training Plan

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	Plan out required training using the Annual Training Plan. Arrange for the selected existing employee to attend training.		
5	<p><u>Attend In-house and External Training</u></p> <p>For in-house training, the existing employee needs to complete Part 1 of the Employee Training Evaluation Form. After training, forward the Employee Training Evaluation Form and a copy of the training certificate (if any) to HRM for further action.</p> <p>For external training, HRM will determine on the need for the existing employee to fill up the Employee Training Evaluation Form (Part 1) particularly for those external training conducted by CIDB Malaysia for license renewal purposes. After attending the external training, the employee shall forward the completed Part 1 of the Employee Training Evaluation Form (if required) together with the training certificate (if any) to HRM for further action.</p>	HRM	Employee Training Evaluation Form
6	<p><u>Record Training Record</u></p> <p>Record in-house or external training details into Employee Training Record. File a copy of the training certificate (if provided) into the Employee Personnel File.</p>	HRM	Employee Training Record, Employee Personnel File
7	<p><u>Training Evaluation</u></p> <p>After three (3) months, from the date of in-house or external training attended, HRM shall ensure the existing employee's Manager In Charge evaluates the effectiveness of the training that has been given to the existing employee by using the Employee Training Evaluation Form (Part 2). After the effectiveness evaluation, forward the Employee Training Evaluation Form to MD for comment (Part 3) and HRM for closing and record (Part 4).</p>	HRM	Employee Training Evaluation Form
8	<p><u>Follow-up on Training Effectiveness</u></p> <p>If the training is not effective, follow-up action will be taken to ensure that the competency or knowledge required by the employee to carry out the work is fulfilled.</p>	HRM	

End