

Process Name:

## SOP #1 Training

Rev: -Original

Date: 7/20/2018

Process Owner:

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Approved by :

Date: 7/20/2018

### WITH WHAT?

Equipment & Materials

Computers/Softwares  
Meeting Rooms and Resources  
Manufacturing Equipment  
Seminars  
Mentorship/OJT

### **Objectives:**

**Competent Employees**

### WITH WHOM?

Training, Knowledge, Staff

Sales  
Quality  
Purchasing & Materials Management  
Production/Warehouse Personnel  
Maintenance  
Office/Support Personnel  
Analysts

### Activities

#### INPUT

(What Should We Be Bringing/Receiving?)

Information relating to personnel performing work that would affect product quality.

1. Education
2. Previous training
3. Skills & Experience
4. Employee Handbook
5. Position/Job Descriptions
6. Resource needs
7. Training Matrix

**REQUIREMENTS**

#### OUTPUTS

What we should Deliver?

Audit Results  
Management Review Minutes  
Training Records  
QMS Records  
Competent Employees

**REQUIREMENTS**

### HOW MANY? HOW MUCH?

Performance Indicators (Metrics)

Improvement of the QMS/Quality Objectives  
Employee Performance Reviews  
Customer Complaints and Rejects  
Internal Audit Results  
Internal Devaluations  
On Time Delivery

### HOW?

Instructions, Procedures, Methods, Documents

QMP 6.3 Planning of Changes  
QMP 7.5 Documented Information  
QMP 8.1 Award Review  
QMP 8.7 Control of Nonconforming Outputs  
QMP 9.2 Internal Audits  
QMP 10.2 NC and Corrective Action  
SOP #1 Training  
MOP #1 Management Review  
Quality Policy and Mission Statement  
Production Quality Risk Assessment Matrix