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RESOURCES (ISO 9001:2000 Clauses 6.1, 6.2.1, 6.2.2, 6.3 and 6.4)

1.0 Introduction

To meet the requirements of the Customer, the Organisation ensures that there are adequate resources in the form of personnel, plant and equipment. This may include additional resources from outside the organisation where necessary.

2.0 Scope

This procedure covers the systems and operations necessary to ensure that the Organisation has adequate resources to meet the requirements of its Customers and operate the business in an efficient and safe manner.

3.0 Responsibility

It is the responsibility of the Managing Director to ensure that:

- The Organisation's resource requirements are reviewed on a regular basis.

It is the responsibility of individual managers to ensure that:

- Training needs are identified.
- Suitable training is carried out and checked for effectiveness.

4.0 Procedure

4.1 General

4.1.1 The review of resources must be formally carried out as part of the Management Review process but is also part of the day to day management of the Organisation. See PRM 02 Management Review

4.1.2 Records associated with personnel and training are maintained in accordance with PRM 01 Document Control and Records. These records must be reviewed at least once per year.

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4.2 Human Resources

- 4.2.1 As part of the general planning and management process, the Organisation must identify the personnel needed to ensure that it operates effectively. The general structure of the Organisation is shown in the organisation chart in the Quality Manual. Specific responsibilities and authorities are defined in the organisation chart and documented in the relevant elements of the Procedure manual.
- 4.2.2 Requirements for additional recruitment will be reviewed and determined by the Managing Director.
- 4.2.3 New personnel will be selected by the Managing Director with input from the relevant managers.
- 4.2.4 The Organisation's policy of recruiting and procuring personnel with the required level of skills, experience and education is reviewed in the light of labour availability and also changes in the nature of the Organisation's work.
- 4.2.5 All personnel must be given orientation training including an explanation of the quality management system and the health and safety requirements when they start work with the Organisation. A Training Details and Needs Form (TDN) will be completed for all new employees.
- 4.2.6 The training and experience of each employee will be assessed against defined objectives and any changes that have taken place, or are about to take place, to ensure that personnel are adequately trained and experienced to carry out their duties.
- 4.2.7 The training needs of all personnel will be identified by the Managing Director through annual appraisals and on an ongoing basis. Where possible, measurable objectives will be set to assist in continual improvement.
- 4.2.8 Where a specific training need is identified, this must be arranged by the relevant manager in consultation with the Managing Director and included on the Training Plan. (TPR).
- 4.2.9 Training will be by means of in-house training and formal courses.
- 4.2.10 Where additional training is undertaken the details and results will be recorded on the Training Record and Subsequent Training form (STR).
- 4.2.11 All training must be assessed by the manager to check that it was effective.

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4.2.12 Personnel records must be maintained to show all qualifications, experience and training undertaken. (Forms TDN and STR) Where appropriate, copies of certificates or other evidence to show that training has been carried out will be maintained.

4.3 Facilities and Equipment

- 4.3.1 Requirements for additional equipment will be recommended by the relevant department manager and reviewed and approved by the Managing Director
- 4.3.2 The manager concerned with the approval of the Managing Director must ensure that equipment is regularly maintained in accordance with manufacturers or recognized good practice.
- 4.3.3 Records of maintenance will be maintained showing details of the work carried out. Where appropriate copies of certificates or other evidence of work will be maintained. e.g. test certificates, service reports.
- 4.3.4 Parts or subcontract maintenance/repair services are purchased in accordance with the requirements of the Purchasing procedure.

4.4 Work Environment

- 4.4.1 All managers must maintain a good standard of housekeeping within the work area.
- 4.4.2 Waste materials must be cleared away regularly to maintain a safe working environment.
- 4.4.3 Any faulty equipment must be reported by the concerned manager to the Managing Director for agreement on action
- 4.4.4 The Organisation will comply with all Health and Safety at Work Act requirements, COSHH, MSDS and all other hazardous materials regulations.

Reference Documents - Resources

- TDN Training Details and Needs
- TPR Training Plan
- STR Training Record and Subsequent Training

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