

Training

1.0 Scope and Objectives

- 1.1 This procedure defines the activities required for establishing and maintaining the training process for the QMS and additionally identified training requirements
- 1.2 The objective of the training procedure shall be to ensure that all SVM personnel receive adequate training that enables them to use the QMS or other training objective effectively.
- 1.3 The result of the training process shall be informed SVM personnel capable of selecting and following appropriate procedures that allow them to improve product quality and improve the overall effectiveness of the QMS.

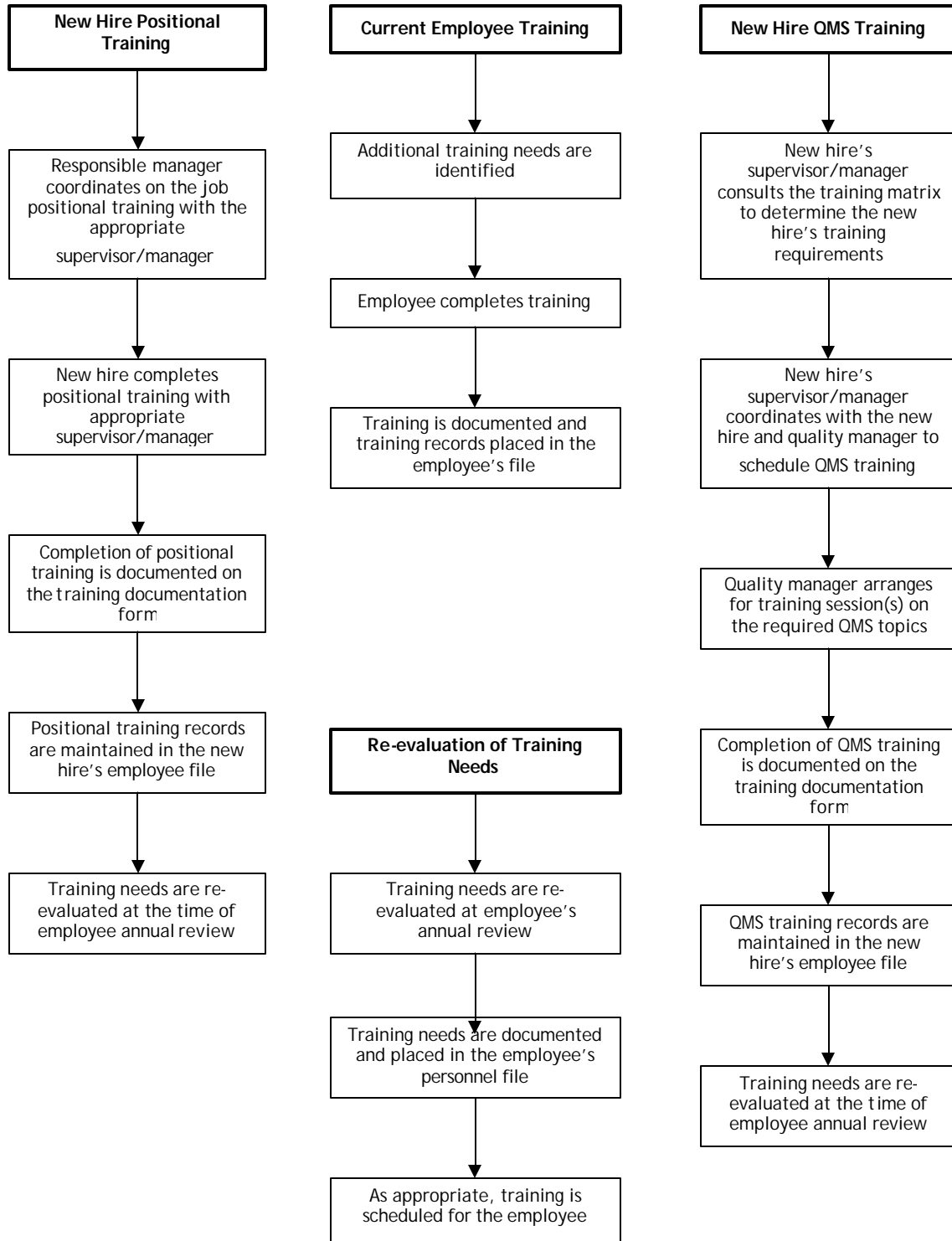
2.0 Applicability

- 2.1 This procedure applies internally to:
 - 2.1.1 all SVM personnel
- 2.2 This procedure applies externally to:
 - 2.2.1 suppliers providing special processes to SVM

3.0 Related Documents

- 3.1 QM-001, Quality Manual, Section 6.2.2, Competence, Awareness and Training
- 3.2 All appropriate SVM Level 2 documentation
- 3.3 All appropriate SVM Work Instructions
- 3.4 All appropriate machine and software supplier documentation
- 3.5 Training Documentation Form
- 3.6 Annual Review form
- 3.7 Certificates of Completion

4.0 Process Flow Chart



5.0 Procedure

New Hire Positional Training

- 5.1 Human resources shall notify responsible supervisor or manager when a new employee is hired.
- 5.2 Supervisor or manager shall coordinate the required positional training with new employee.
- 5.3 New employee shall complete required positional training to the satisfaction of the responsible supervisor or manager.
- 5.4 Supervisor or manager shall document the new employee's positional training on the training documentation form.
- 5.5 New employee's positional training records shall be maintained in the employee's file in human resources.

New Hire QMS Training

- 5.6 Human resources shall notify responsible supervisor or manager when a new employee is hired.
- 5.7 Supervisor or manager shall consult the QMS Training Matrix to determine the new employee's QMS training requirements.
- 5.8 The new employee's supervisor or manager shall coordinate with the quality manager to schedule QMS training.
- 5.9 Quality manager shall make arrangements for training session(s) on the required topics.
- 5.10 New employee shall complete the QMS training to the satisfaction of the quality manager.
- 5.11 Quality manager shall document the new employee's QMS training on the training documentation form.
- 5.12 The new employee's QMS training records shall be maintained in the employee's file in human resources.

Additional Employee Training

- 5.13 Current employees shall receive additional training as required.
- 5.14 Additional training shall be documented on the training documentation form.
- 5.15 Training documentation forms shall be filed in the employee's file and maintained in human resources.

Re-evaluation of Training

- 5.16 Employee training requirements shall be re-evaluated at the time of the employee's annual review.

- 5.17 Training needs shall be documented on the annual review form.
- 5.18 A copy of the annual review form, including training needs, shall be maintained in the employee's file in human resources.

Certificates of Completion

- 5.19 Certificates of completion from recognized and approved training programs and schools shall be acceptable as proof of completion of training.
- 5.20 Certificates of completion shall be maintained in the employee's file in human resources.

6.0 Responsibilities

- 6.1 Human Resources
 - 6.1.1 notify appropriate supervisor or manager when new employee is hired
 - 6.1.2 maintain training documentation in the employee's file
- 6.2 Supervisors, Managers, Quality Manager
 - 6.2.1 arrange for training of new employee
 - 6.2.2 judge when training is successful
 - 6.2.3 complete training documentation form and deliver to human resources
 - 6.2.4 arrange for additional training as appropriate
- 6.3 Quality manager
 - 6.3.1 review quality records
 - 6.3.2 issue and control documents, as appropriate
 - 6.3.3 ensure documents are regularly reviewed and updated
 - 6.3.4 ensure that regular internal audits, that address the continued applicability of this document, are scheduled and completed

7.0 Record Retention

- 7.1 Training documentation forms and certificates of completion shall be maintained in the employee's file indefinitely.
- 7.2 This controlled QMS procedure shall be maintained on the server indefinitely.

- 7.3 Any hardcopy of this controlled document shall be valid for one day after printing.
 - 7.3.1 after one day has elapsed the document shall be used only as a reference document
 - 7.3.2 reference documents must be verified for revision level prior to use
- 7.4 Obsolete documents shall be removed from area of use and disposed of as appropriate.
- 7.5 As appropriate, all quality records associated with this document are available for customer or regulatory agency review.

8.0 Document Control

- 8.1 Custodian: Quality Manager
- 8.2 Review Activity: Quality Manager
President
Operations Manager
- 8.3 Approval Authority: Quality Manager
President
Operations Manager

9.0 QMS Training Matrix

	Position	President	Operations Manager	Office Manager	Shop Manager	Shipping/Receiving Manager	Quality Manager	Process Planner	Office Personnel	Production Personnel			
Procedure													
QM 001	Quality Management System Manual	X	X	X	X	X	X	X	X	X			
QM 001	Quality Policy	X	X	X	X	X	X	X	X	X			
QM 001	Glossary	X	X				X						
QM 001	Job Descriptions	X	X	X	X		X						
QMS 002	Document Control	X	X	X	X	X	X	X	X	X			
QMS 003	Record Control	X	X	X	X	X	X	X	X	X			
QMS 004	Internal Audits	X	X				X						
QMS 005	Control of Nonconforming Product	X	X		X	X	X			X			
QMS 006	Corrective Action	X	X		X	X	X						
QMS 007	Preventive Action	X	X	X	X	X	X	X	X	X			
QMS 008	Product Realization	X	X	X	X	X	X	X	X	X			
QMS 009	Purchasing Critical Materials	X	X	X	X	X	X						
QMS 010	Production Provision	X	X				X						
QMS 011	Calibration	X	X	X	X	X	X	X	X	X			
QMS-012	Configuration Management	X	X	X	X	X	X	X					
QMS-013	First Article Inspection	X	X		X		X	X		X			
QMS-014	In Process Inspection	X	X		X		X	X		X			
QMS-015	Receiving Inspection	X	X		X		X	X		X			
QMS-016	Training	X	X	X	X	X	X	X	X	X			