

## **1.0 PURPOSE**

To ensure that all employees receive adequate training in company procedures, manufacturing skills, service, and safety to meet or exceed customer expectations.

To qualify personnel performing specific tasks on the basis of appropriate education, training, and experience.

To maintain records of training accomplished.

To provide for a system and instructions and to assign responsibilities for determining training needs, providing the training, and keeping training records.

To provide a process for evaluating the effectiveness of training and deploying training as a strategic element of continuous improvement.

## **2.0 SCOPE**

This procedure applies to all training activities at Industrial Welding & Engineering (IWE) and MTC Engineering (MTC) and affects employees whose work is related to the manufacturing, sales, and service of the product as it affects customer relations.

## **3.0 RESPONSIBILITIES**

The QA/Engineering Manager, Project Manager or designee shall ensure that all new employees trained and/or cross trained to a degree that the employee develops opportunities in other strategic areas within the company.

The QA/Engineering Manager, Project Manager or designee identifies and ensures that all necessary training courses are received by the staff when required.

The QA/Engineering Manager, Project Manager, Shop Lead or designee provide on-the-job training to operators and assemblers.

## **4.0 PROCEDURE**

### **4.1 Formal and Informal Training**

Senior Management or a designee can identify a training need.

The QA/Engineering Manager, Project Manager or designee shall train new hires as part of the initial orientation process the following:

- General Safety requirement and basic Facility Layout
- General overview of company business strategy
- Overview of the Quality System and basic use of documentation

If external training is incorporated as a training element, successful completion of job-related seminars and college courses are recorded in the employee's training record.

Senior Management or designee will train employee's on-the-job training as required.

#### **4.2 Training Assessment**

Training programs are developed to meet employee needs and/or contract requirements.

When excessive nonconformance or quality problems occur, training is provided for employees by QA/Engineering or designee.

#### **4.3 Safety Training**

Safety training is provided for all in-plant operations. The QA/Engineering Manager, Project Manager, shop Lead or designee provides the safety training. Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

#### **4.4 ESD Training (If Required)**

Employees attend training in electro-static discharge awareness only when required for a specific contract or customer. Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

#### **4.6 Management Training**

Management is trained in quality and ISO 9000 to evaluate the effectiveness of the system by the QA/Engineering Manager, Project Manager or designee.

#### **4.7 Operators/Assemblers Training**

Assemblers and operators receive training in equipment operation and maintenance. The Shop Lead or designee provides the training. Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

#### **4.8 Technical Training**

Technicians receive training in system application shall be provided on an as need basis. The QA/Engineering Manager or designee provides the training. Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

#### **4.9 Auditor Training**

Auditors receive training in quality systems by the QA/Engineering Manager. Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

#### **4.10 Quality Awareness**

Management ensures that all employees understand the quality policy and how it is implemented and maintained through:

- Overview of the QAM, QAPs and WIs and the system structure
- Responsibilities and companies Quality Policy
- Process Control and Documentation
- Inspection and Testing
- Inspection, Measuring, and Test Equipment
- Internal Quality Audits & Quality Records

#### 4.11 Records

Records of attendance are maintained by the QA/Engineering Manager, Project Manager or designee.

The QA/Engineering Manager, Project Manager or designee maintains the online training records. Senior Management periodically reviews the training log and uses the log to track the progress of training and future needs.

## 5.0 RELATED DOCUMENTS

- training record
- Management Review
- Process Control
- Inspection and Testing
- Inspection, Measuring, and Test Equipment
- Internal Quality Audits
- Quality Records
- WI-4.0 Employee Training Log

## 6.0 ON-LINE EMPLOYEE TRAINING LOG (DB):

