



SYSTEM PROCEDURE

Competence, Awareness & Training

REVISION: 02

PROCEDURE NO.: 8

DATE EFFECTIVE: 01/29/18

1. PURPOSE

- 1.1. To establish a procedure that ensures the following: 1) training needs are identified; 2) personnel performing specific assigned tasks that affect quality are qualified on the basis of appropriate education, training and/or experience as required; and 3) the assignment of trained personnel who manage, perform work, and verify compliance of processes and/or products to established standards and/or specifications.

2. SCOPE

- 2.1. This procedure applies to the training and qualification of all personnel at Tempco Electric Heater Corporation performing activities affecting quality.

3. PROCEDURAL REQUIREMENTS and RESPONSIBILITIES

- 3.1. The President and each functional manager have the responsibility for ensuring compliance with this procedure and to ensure the necessary resources for successful implementation are provided. The President and each functional manager reviews and evaluates the personnel requirements necessary to meet each functional areas organizational responsibilities and authority.
- 3.2. All managers and supervisors are responsible for compliance with this procedure when identifying training needs, providing appropriate training and qualifying personnel.
- 3.3. Human Resource Qualification Record's (HRQR's) will be established for each position, which performs work affecting product quality. HRQR's will establish the necessary competence requirements on the basis of appropriate education, training, skills and experience. HRQR's will be documented for each individual employee to substantiate that the established competence requirements have been met.
- 3.4. All positions responsible for performing activities affecting quality shall be qualified by their immediate supervisor and/or manager and documented in their Human Resource Qualification Record.
- 3.5. Each process owner and manager in conjunction with the HR Department, are responsible for the coordination of the HRQRs. The HR Department is responsible for retaining the HRQRs and the various supporting training records for all personnel. The department responsible for the training shall provide qualified facilitators to perform the training.
- 3.6. HRQR's will identify the primary areas of responsibility, actions taken/training accomplished, status, effectiveness of action taken and supervisor/manager who performs the review and the date. Status of individual HRQR's will be documented in terms of training scheduled, training in progress (i.e. in-training), fully qualified and/or as a qualified trainer.
- 3.7. When an individual is fully qualified and/or is a qualified trainer the effectiveness of actions taken or training provided shall be evaluated and documented by the manager/supervisor on the Human Resource and Qualification Record. The effectiveness will be documented to indicate if guidance and direction is required on a periodic basis, or if the individual is able to work independently or if they have mastered the skill.



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3.8. In addition, the effectiveness of actions taken or training is also based on the type and complexity of the actions or training activity. Evaluating training effectiveness may be supplemented by various methods, such as pre-and post-testing, audits and course evaluations. The supplemental evaluations shall be at the discretion of the Manager or Supervisor and any direction from the Top Management. Any general recommendations for improving the training methods shall be coordinated with the President.

4. PROCEDURAL FLOW

PROCEDURE

Responsibility

Action

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| <p>Manager / Supervisor</p> | <ol style="list-style-type: none"> 1. Determines the personnel requirements necessary to fulfill their department's responsibilities and authorities as established in their areas of responsibility and applicable System Procedures or Work Instructions. 2. Ensures the required resources are employed to meet Tempco Electric Heater Corporation business objective(s) and quality objectives. 3. Establishes a Human Resource Qualification Record reflecting the primary areas of responsibility and necessary qualifications for the position, task, or operation. 4. Ensures that the Human Resource Qualification Record reflects the current position and/or process requirements for each employee. 5. Provides and/or coordinates appropriate training or takes other actions to ensure personnel are competent. 6. Upon successful completion of the required actions or training, documents the actions taken/training accomplished, status, effectiveness, reviewed by and date on the Human Resource Qualification Record. 7. Ensures all updated Human Resource Qualification Records and related documentation (e.g. Diploma's, Training Certificates) for each employee are maintained as a Quality Record in accordance with this SP. 8. Supplemental training effectiveness is reviewed and conducted as determined appropriate for each individual position (e.g. verifications/audits). 9. Ensures updated Human Resource Qualification Records and any supplemental records of training effectiveness for each employee are maintained as a Quality Record in accordance with this SP. |
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5. RECORDS

- 5.1 Human Resource Qualification Records



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6. REVISION HISTORY

REVISION LEVEL	DATE OF REVISION	SECTIONS	DESCRIPTION OF CHANGE
00	05/30/08	All	Initial release
01	05/31/16	3.5	Paragraph Updated
02	01/29/18		Was Procedure 6.2.2

7. AUTHORIZATION

POSITION	HELD BY	AUTHORIZATION SIGNATURE OR INITIALS
Prepared By: Chief Financial Officer	Paul Wickland	
Senior Management Representative: Vice President of Operations	Abe Joseph	
Management Representative:	Abe Joseph	