

QM 4.0 – RESOURCE MANAGEMENT

QM 4.1 – General Requirements

Requirements

ABC Components Inc. recognizes the necessity of providing adequate resources, including personnel, equipment, and facilities, to ensure the effective and efficient operation of its quality management system and the satisfaction of customer expectations. This also includes the necessity to provide adequate resources to support improvements to quality management system processes.

Each monthly Leadership Team meeting will review the adequacy of the resources currently dedicated to supporting the quality management system and the need to increase resources where required.

QM 4.2 – Human Resources

Assignment of Personnel

ABC Components ensures that all personnel assigned to activities affecting product quality are competent in performance of their duties. Competency will be assessed on the following factors:

- education
- training
- skills
- experience

Competence, Training, Qualification, and Awareness

It is the policy of ABC Components Inc. to ensure all employees are competent to perform their assigned tasks. The identification of training needs, and the planning of their resolution is part of the annual performance review conducted between the employee and their immediate supervisor.

The Director, Human Resources is responsible for ensuring the annual performance reviews are completed and employees' training needs are resolved.

The Human Resources Department, in association with functional area management, identify, assess, and establish appropriate criteria for assessing job competency for all quality management system processes. These criteria are reviewed and approved by the Leadership Team to ensure they are in line with company needs and objectives.

The Human Resources Department consults with functional area management in the development of appropriate training to ensure the continued competency of all personnel whose work impacts product quality. This consultation also includes the assessment of the effectiveness of training provided.

QM 4.2 – Human Resources, continued

Competence, Training, Qualification, and Awareness (continued)

Each new employee at ABC Components Inc. is required to attend an orientation class within the first five days of employment provided by the Human Resources, Health, Safety, and Environment, and Quality Assurance departments covering the following topics:

- general personnel policies (benefit plans, vacation allotment, etc.)
- safety and security policies
- general ISO 9001 quality management system requirements
- job-specific ISO 9001 requirements

Appropriate functional area experts are used to provide details in job-specific ISO 9001 requirements.

QM 4.3 – Infrastructure

Requirements

ABC Components Inc. Leadership Team regularly reviews its physical resources to ensure that they are consistent with the goals of the organization as stated in the Quality Policy.

This review is centered on the following elements:

- buildings, workspace, and utilities
- process equipment, including both hardware and software
- appropriate supporting services

QM 4.4 – Work Environment

Requirements

ABC Components Inc. is committed to providing their employees a safe and healthy working environment that is conducive to ensuring the production of products of the highest possible quality designed to meet all customer requirements and expectations.