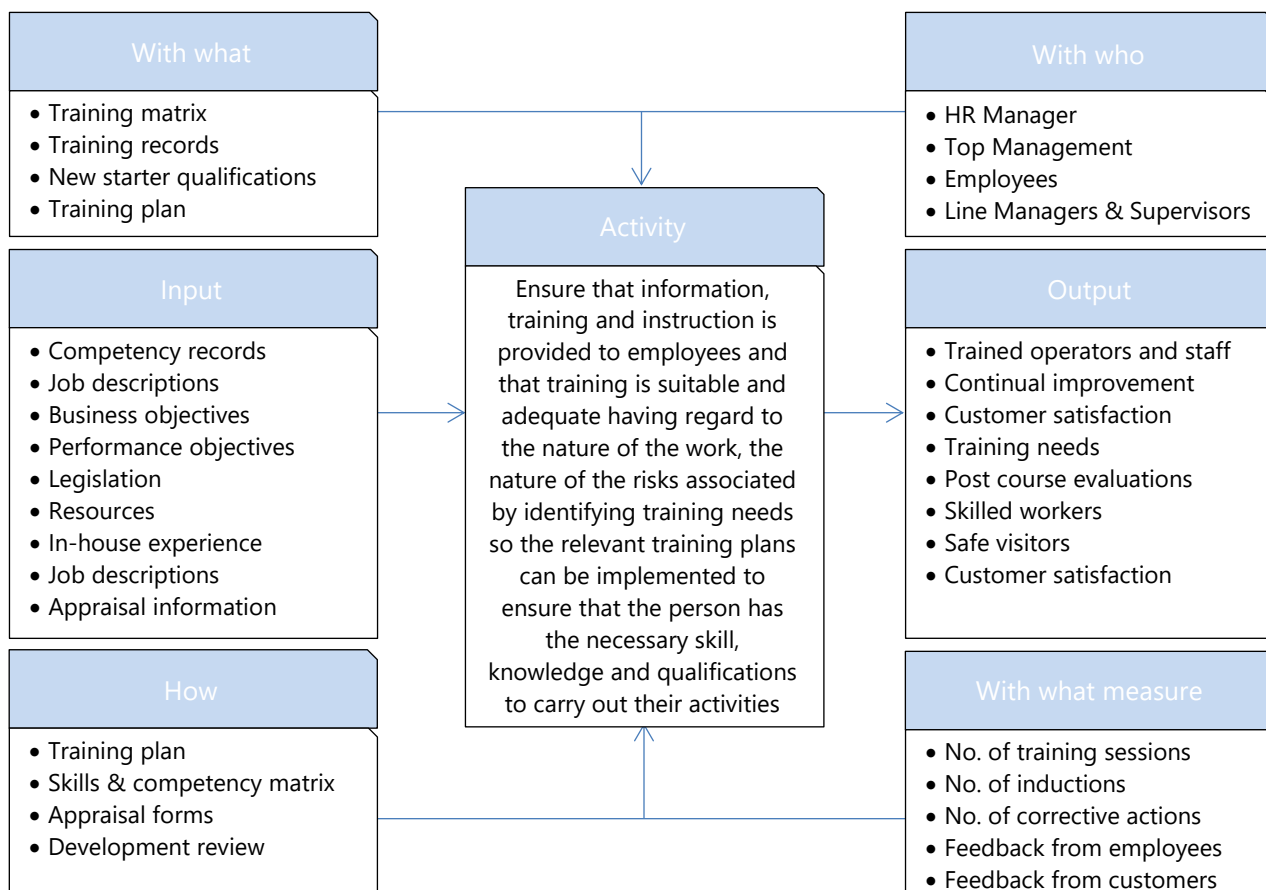


# 1 Human Resources & Competence

## 1.1 Introduction & Purpose

The purpose of this procedure is to define **your organization's** process for employing and empowering human resources by identifying and roles, responsibilities and authorities, identifying training needs, providing opportunities for attaining competencies, assessing the effectiveness of training, and for planning, reporting and retaining associated training files and records.

### 1.1.1 Process Activity Map



### 1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Competence	Ability to apply knowledge and skills to achieve intended results
Training needs analysis	Review of education, training, skills, and experience needed to perform work
Awareness	Having knowledge, being informed, or fully briefed on the QMS