1.0 TITLE	QMS Procedure for IT Training Services
2.0 OBJECTIVES	To establish a system for IT to help in the improvement of IT related skills of employees in the organization.
3.0 SCOPE	All Training Services to be provided by It to other departments.
4.0 REFERENCES	ISO9001:2015 standard - Clauses 7.1.2 : People 7.2 : Competence 7.3 . Awareness

5.0 DEFINITION OF TERMS: NIL

6.0 AUTHORITY AND RESPONSIBILITY

Head (IT) The Head (IT) shall be responsible for the over-all implementation of this procedure.

Head 0f Other Departments
The head of other departments shall be responsible in the making sure IT knows the requirements of the IT related trainings needed in their respective departments.

7.0 INPUT

INPUT REQUIRED	SUPPLIER SOURCE	INPUT FORMAT/ MECHANISM
Training Request Form	HRD/ Requesting Department	Training Request Form

8.0 DESCRIPTION

ACTIVITY	P.I.C	REF. DOC.
Receive Training Request Form 1.IT upon receipt of Training Request Form from the HR Dept. shall review the capability of the Dept. to handle the Training. 2. For Advance Training Needs, IT will help look for a competent Training Provider	IT Head	Training Request Form
Create Training Plan 1. For Trainings to be handled by IT Dept., It Head shall create the Annual Training Plan	IT Head	Training Program
Execute Training Plan 1. IT shall execute training plan. 2. Training Evaluation Form shall be accomplished by the trainee. 3. Trainings bonds shall be subject to HR Manual Policy.	IT Head	Training Evaluation Form
Evaluate Effectiveness of the Training 1. IT shall submit the trainees training progress report to HR and respective department head for reference in their Employee KPI scoring.	IT Head	Training Assessment Report
Records Keeping and Monitoring All Records of Training shall be properly kept and file for future use and reference	IT Head/ HR Head	IT Data Base

9.0 OUTPUTS

OUTPUT	CUSTOMER	OUTPUT FORMAT/ MECHANISM
Training Certificate	Training attendees	Training Certificate

10.0 RESOURCES

Annual Training Calendar prepared by HRD.

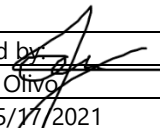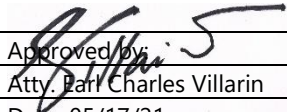## 11.0 Process Effectiveness Measurement Parameters

PARAMETER	RESPONSIBILITY	FREQUENCY
Training Evaluation Records	HRD	After every training conducted.

12.0 Risk and Opportunity Associated with the Process

Risk / Opportunity Name	Impact to the Organization	How to address it?
Opportunity to enhance IT skills of the employee.	IT competent employees to carry out automated processes.	Always evaluate properly the IT skills of each employee.

13.0 RECORDS

Sl. No.	Record Title / ID	Format	Medium	Retention Period	Custodian(s)
1	Training Request Form (PRDI-HRD-F-PR02-005)	English, Text	Paper	Perpetual	Head (IT)(HRD)
2.	Training Calendar (PRDI-HRD-F-PR02-006)	English, Text	Paper	Min of 3 years	Head (IT)(HRD)
3.	In-house Training Attendance Record (PRDI-HRD-F-PR03-007)	English, Text	Paper	Min of 3 years	Head (IT)(HRD)
4.	Training Accomplishment Report (PRDI-HRD-F-PR02-008)	English, Text	Paper	Min of 3 years	Head (IT)(HRD)
5.	Training Certificates	English, Text	Paper	Min of 3 years	Head (IT)(HRD)

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