



## QACP 15 - TRAINING PROCESS

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### **PURPOSE:**

To ensure an effective training program essential to the policy of internal growth and development of the Triton Marine Group.

### **SCOPE:**

All employees of the Triton Marine Group performing activities covered by the scope of the Quality System.

### **DEFINITIONS:**

None

### **RESPONSIBILITIES:**

The Managing Director is responsible for the overall operation of the training programme.

The General Managers and Department Managers are responsible for ensuring training requirements of all employees are identified and implemented, and for providing the required orientation and training of new employees.

### **REFERENCES:**

Skills Matrix  
Training Record  
Training File



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**PROCEDURE:**

**15.1 Process Links**

| Process Inputs   | Process Activities                 | Process Outputs  |
|--|------------------------------------|--|
| <i>Customer Related Processes</i><br>Quotation Requests<br>Customer Orders | Prepare Quotations<br>Place Orders | <i>Inspection and Testing Process</i><br><i>Order Filling and Product Repair Process</i><br><i>Improvement Process</i><br>Quotations<br>Purchase Order |

**15.2 Qualifications and Development**

- 15.2.1 A Training Record records the qualifications to perform tasks and is kept for each employee. It is completed and signed throughout as required, indicating fulfillment of the orientation and other training. The Training Record is kept in the Training File of each employee.
- 15.2.2 The Training Record includes an Employee Record that identifies the experience of employees prior to joining the Triton Marine Group.
- 15.2.3 New employees are given orientation training that includes coverage of the Documented Quality System, Workmanship Standards, and Safety Guidelines. The orientation ensures the new employee has a general understanding of the Triton Marine Group quality system requirements and expectations.
- 15.2.4 Further training needs are identified by activities that may include:
  - Management Review meetings,
  - Review of audit results,
  - Review of nonconformances,



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Review of Action Reports,  
Review of Skills Matrix and Training Records,  
Acquisition of new product lines,  
Development of new procedures,  
Resource requirement review.

15.2.5 Further training is initiated by the appropriate General Manager or Department Manager, or by the employee. This training may be external, internal or incorporated into on-the-job training, and is designed to ensure competence in duties.

15.2.6 Upon completion of a training programme, the effectiveness of the training is evaluated and the result of the training is recorded on the Training Record and initialed and dated by the trainer or the appropriate Manager. Copies of appropriate certificates are kept in the employee's Training File.

### 15.3 Competency

15.3.1 Employees performing work that affects product quality are competent to perform tasks on the basis of appropriate education, training and/or experience.

15.3.2 Prior to assignment to a new position, the appropriate General Manager or Department Manager evaluates the employee's competence and ability to perform the activities of the position. When necessary, additional training is planned. The General Manager or Department Manager records the results of the evaluation in the Employee Training Record.

15.3.3 The Skills Matrix identifies the qualification and competency levels of all employees. Upon successful completion of training, the appropriate Skills Matrix is updated by the responsible General Manager or Department Manager. The Skills Matrix is a management tool only and summarizes information recorded in individual Training Records. Superseded copies of the Skills Matrix are not kept as quality records.

15.3.4 The General Manager and Department Managers review the Skills Matrix and Training Records prior to each Management Review meeting to ensure the required orientation and training requirements have been satisfactorily fulfilled, and that there are sufficient competent employees available to meet the ongoing needs of the department.