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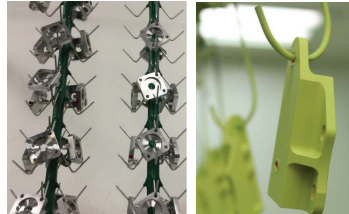
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goes on, a company can also measure the effectiveness of its training programs.

Requirements from the ISO 9001:2015 Standard for competence are:

A. Determine the necessary competency of person's (or persons') work under its control that influences the performance and effectiveness of the quality management system.

B. Ensure that these persons are competent concerning basis of appropriate education, training, and experience.

C. When applicable, take actions to meet the necessary competency, and evaluate the effectiveness of the actions taken.

d. Retain appropriate documented information to show evidence of competency.

What do employees need to be aware of for ISO 9001:2015 Standard?

There is a section of the ISO 9001:2015 Standard that outlines what employees need to be aware of. Previous requirements included the policy; many companies post the quality policy and employees are expected to memorize it, some companies even had it posted on the back of their employees' badges! The intent of having an entire section of the standard dedicated to employee awareness is so that companies don't have their employees just memorize the quality policy like in the past. Now, employees are expected to understand what the policy and objectives are. It is important that the employee knows not only what the quality policy and high-level objectives are, they are also expected to know how their job contributes to the effectiveness of the business management system. It is also important that the employee understands what they should do when something goes wrong in a process (control of nonconforming). For aerospace companies, employees need to be aware of all changes to documents, product safety, and the importance of ethical behavior. It has been found that the best way to train and prepare employees for how to answer questions about employee awareness during an audit is to conduct a training and go through examples for each item under section 7.3 of the standard that they need to be aware of, one by one. It is also best to let them keep documents to reference. For more information, visit BusinessMSC.com

Competency and Awareness in the latest ISO 9001 Standard

By Bretta Kelly, Illustration By Josh Kelly

Everybody is different.



Why Should Their Training Be The Same?

What is the difference between competency and training?

There was once a time when requirements about training and training records seemed to take up a large portion of the early ISO 9001 standards. In the ISO 9001:2008 Standard there was a shift of focus away from training and towards competency. In the most recent standard, ISO 9001:2015, the word training does not appear in the standard; only competency and awareness can be found.

In the past there was a considerable amount of confusion between training an employee and evaluating whether or not he or she was competent. Simply having records that show completion of training does not prove the employee received proper training. If an individual is not able to meet

the objectives of the process, then the training is deemed ineffective. The most important part of the training is measuring the effectiveness of the training based on the employee's performance according to the objectives and expectations of the process.

Employees who require little to no training do exist. On the other hand, some employees may struggle to meet the objectives lined out in the process. In the case of evaluating competency, the most effective form of training can be identified. While some require hands on training, others are more familiar with test taking, whereas some may prefer to practice using the tools the company uses. As companies get better at defining the expectations, their evaluation of employees will get better as well; while this entire process