



# Implementing ISO 9001:2008

problems with the QMS are identified, the team should determine if insufficient resources are part of the root cause.

## **Competence and Awareness**

ISO 9001:2008 asks you to determine the necessary competence for different jobs, and then satisfy these needs by training, education or other actions.

You also need a step to evaluate the effectiveness of the training. Was the training effective, can the employee perform the job correctly?

Job descriptions give you a good place to document the necessary competence for the position if you haven't already. Include the requirements for education, experience and skills. Make sure that when an employee is hired, when they change positions or when job requirements change the requirements are compared with the employees qualifications. If there are any requirements that are not fulfilled, training or other action are needed to bridge the gap.

Train employees on the relevance and importance of their activities, and how they affect the quality goals. You might address this by providing an orientation that includes this training. Remember you also need to train on the importance of meeting customer requirements (the requirement from the management section). This could also be handled in an orientation. Don't forget to train your existing employees on these items also!