

**Flowchart**

**Process**

**P.I.C.**

**1. SCOPE**

1.1 This procedure covers all employed laboratory personnel including contracted, additional technical & key support personnel.

Chief Chemist/ Chemist(s)

**2. ENROLMENT CRITERIA**

2.1 Whenever new laboratory personnel is employed, these enrolment criteria are considered:

As in process 1

2.1.1 Appropriate academic/education background;

2.1.2 Suitable experience and/or demonstrated skills; &

2.1.3 Relevant specific technical training achieved.

2.2 Liaison with the Human Resource Department is closely maintained to shortlist, interview & finalize the desired person(s).

2.3 All successful new laboratory staffs has to undergo on-the-job training under the guidance and supervision of a competent laboratory staff.

Training may include:

2.3.1 Participation in relevant competency test/assessment(1); **or**

2.3.2 Appraisal(2) **by the Chief Chemist and/or Chemist** for competency to perform the job.

2.4 Qualified and competent new staff is allowed to operate relevant tests independently, with the appropriate supervision for the time deemed necessary.

**3. TRAINING NEEDS ANALYSIS**

3.1 Training needs of all current laboratory personnel are identified & established as follows:

Chief Chemist

3.1.1 On yearly appraisal;

3.1.2 On transfer and/or promotion;

3.1.3 For new or revised test methods, procedures, processes, system;

3.1.4 On functional expectations or job description (3);

3.1.5 For ongoing development;

3.1.6 Arising from disciplinary problem/grievance, etc.

**3.2** Laboratory personnel may submit or be nominated for relevant training requests or applications on their own using **the form(4), as appropriate, to the Chief Chemist.**

3.3 Training needs are prioritised based on:

3.3.1 Needs to the organisation/laboratory policies and objectives;

3.3.2 Needs to the occupational requirements;

3.3.3 Needs for improvement.

**4. TRAINING PROGRAMME**

4.1 Recommendations for appropriate training shall then be made.

As in process 3

4.2 The types of training provided includes:

4.2.1 On-the-job training;

4.2.2 Internal training; or

4.2.3 External training.

4.3 Training is normally planned for and conducted, whenever possible in the chosen period of time least disruptive to normal laboratory operation.

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(1) LWI Competency Assessment Instructions

(2) AFO 10 Appraisal Form

(3) LSJ 10 Laboratory Staffs Job Descriptions

(4) TNR 10 Training Needs Requisition Form

Approved by:

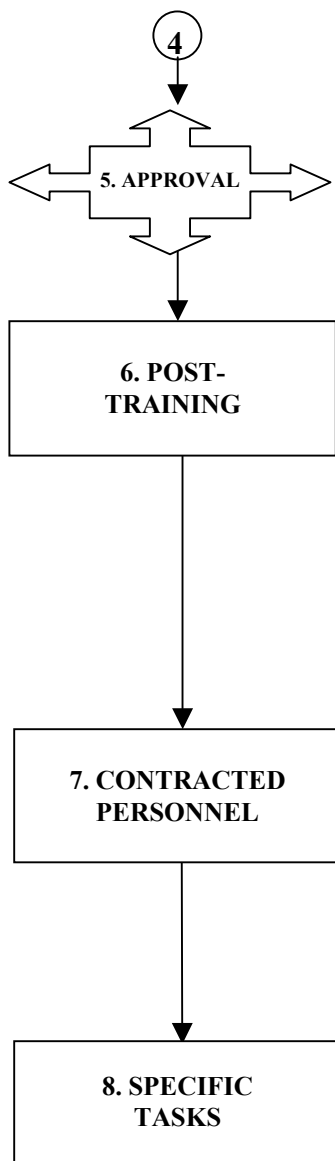
Managing Director

Management Representative:

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Prepared by:

Laboratory Manager



- 5.1 The Chief Chemist approves all training requests or applications before submission to the Human Resource department.
- 5.2 Training without prior budget is approved at the discretion of the Chief Chemist.

Chief Chemist

- 6.1 Where appropriate, a training and/or evaluation(1) report of effectiveness of the training actions has to be submitted to the appropriate personnel.
- 6.2 Where certificates are awarded, a copy shall be submitted to the HR Department or the Chief Chemist for record.
- 6.3 Where applicable, training shall be propagated to other appropriate personnel in the laboratory or company by the trained personnel.
- 6.4 Effectiveness of training is evaluated via some of the methods as follows:
  - 6.1.1 Observation of staff's performance after the training;
  - 6.1.2 Conduct of assessment or test;
  - 6.1.3 Interview staff and evaluation of training report.
- 6.2 Relevant records are maintained.

Staff who attended the training

- 7.1 All contracted personnel employed are properly supervised, competent & in accordance with the laboratory's quality system; contracted works may include:
  - 7.1.1 External calibration of equipment;
  - 7.1.2 Equipment maintenance suppliers;
  - 7.1.3 Building/facilities maintenance suppliers; &
  - 7.1.4 Technical staff exchange programme.
- 7.2 Performance by contracted personnel are monitored according to procedure(2).

Chief Chemist/ Chemist(s)

- 8.1 Where applicable, only qualified personnel can perform specific tasks.
- 8.2 Specific personnel is designated & authorized to perform particular tasks, usually specified in the job description. The tasks may include:
  - 8.2.1 Sampling,
  - 8.2.2 Test and/or calibration,
  - 8.2.3 Issue and/or approval of test reports/certificates,
  - 8.2.4 Provision of opinion & interpretations,
  - 8.2.5 Operation of particular equipment.
- 8.3 All relevant information & records of authorization, competence, qualifications, training, skills & experience of all laboratory personnel are maintained.
- 8.4 Where possible, all relevant records of competency of personnel under contract to the laboratory shall be maintained.

As in process 7

(1) TDE 10 Training and Development Evaluation  
 (2) LQP 041 Selection and Monitoring Procedure

Approved by:	Management Representative:	Prepared by:
Managing Director	This document is the property of ABC Laboratory Sdn. Bhd.	Laboratory Manager