

1.0 PURPOSE:

1.1. This procedure outlines human resource management at SISO.

2.0 SCOPE:

2.1. Management of human resources, personnel competence, training, qualification and awareness programs at SISO for all employees

3.0 GENERAL SYSTEM DEFINITIONS:

SISO	Settlement and Integration Services Organization
QMR -	Quality Management Representative
QSP -	Quality System Procedure

4.0 RESPONSIBILITIES:

4.1. The Board of Directors has delegated responsibilities for the development and maintenance of sound Human Resources Policies and Procedures to the Executive Director.

4.2. The Executive Director reports on the effectiveness of SISO services and human resource management to the Board of Directors on a regular basis based on the schedule set by the Board.

4.3. The Executive Director and Human Resources Services Coordinator are responsible for the development, implementation and maintenance of the organization's Human Resources Policies and Procedures.

4.4. All employees are trained in respect to the requirements of their position, including familiarization with the Quality Policy.

a. The QMR is responsible for Quality training.

b. The Department Manager is responsible for Orientation training.

4.5. Managers are responsible for determining department training requirements and coordinating training delivery.

5.0 PROCEDURE:

5.1. The Executive Director shall ensure managers and coordinators are informed in advance of any policy or procedure changes in the Human Resources Policies and Procedures Manual.

5.2. The Human Resource Services Coordinator will update the Human Resources Policies and Procedures Manual by direction of the Executive Director and e-mail Department Managers when changes are reflected on the Internal Website.

5.3. The managers and coordinators inform their staff in regard to the changes and date of effect. All policy changes shall be communicated to all affected staff by written communication.

5.4. Staffing and training is based on overall current SISO goals and quality objectives, with consideration for future requirements.

5.5. Training is conducted on a continual basis, allowing personnel to keep abreast of new technology and techniques.

5.6. Department Managers ensure personnel are competent and qualified by determining and arranging for required training.

5.7. Each individual is responsible for ensuring the principles outlined in the Human Resources Policies and Procedure Manual are adhered to throughout all organizational activities.

6.0 ASSIGNMENT OF PERSONNEL:

6.1. Personnel are assigned based on knowledge, skills, competency, training and education.

6.2. Department Managers are responsible for verification of personnel qualification within their department and ensuring appropriate documents are in the employee's personnel file.

7.0 EMPLOYEE REVIEWS/ WORK GOALS:

7.1. Annually employees participate in developing personal and departmental goals and objectives to improve themselves and the performance of the department. Personal goals and objectives are reviewed during individual annual Performance Appraisals.

7.2. The QMR monitors all productivity information and confers with the Executive Director regarding internal changes to improve efficiencies.

8.0 COMPETENCE, AWARENESS AND TRAINING:

8.1. SISO encourages employees, at all levels, to communicate their interest in participating in training opportunities. All external training programs are approved by the Executive Director.

8.2. Training occurs for:

- a. New employee(s) to SISO or new to a department or function
- b. Employee(s) requiring more training for the specific task
- c. Health & Safety and Quality Management System training.

8.3. Training is conducted by qualified individuals to ensure that employees have a thorough understanding of their current job functions and the applicable requirements.

8.4. Evaluation of training is based on a number of methods including observation, testing, post training surveys and on-the-job performance by the Department Manager.

9.0 QUALITY MANAGEMENT SYSTEM TRAINING:

9.1. All existing SISO personnel and new personnel receive QMS training by the QMR or qualified designate.

9.2. The training ensures that personnel are knowledgeable and aware of:

- a. The impact of their work in contributing to the achievement of quality and organizational objectives
- b. Their role/responsibilities in achieving conformance to the requirements of the Quality Policy and the QMS.

9.3. All QMS training records are controlled and maintained in the administrative office.

10.0 REFERENCES AND RELATED DOCUMENTS:

Human Resources Policies and Procedures Manual



11.0 REVISION CONTROL:

Date	Revision	Effective
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