

ISO 9001 Documentation

Awareness

1. Purpose

The purpose of this document is to define the requirements for Employee Awareness within the Quality Management System (QMS), in accordance with ISO 9001:2015. This ensures that all personnel are competent to perform their work based on appropriate education, training, or experience, and that they are aware of the quality policy, quality objectives, and their contribution to the effectiveness of the QMS.

Competent and aware employees are essential to delivering consistent quality, meeting customer requirements, and achieving continual improvement.

2. Scope

This procedure applies to all employees, including full-time, part-time, temporary, contract, and outsourced personnel, whose work may impact the quality of products, services, or the performance of the Quality Management System.

It covers:

- ❖ Identification of training needs
- ❖ Planning and delivery of training
- ❖ Assessment of training effectiveness
- ❖ Maintenance of training records
- ❖ Promotion of quality awareness across the organization

3. References

- ❖ ISO 9001:2015 – Quality management systems – Requirements
(Clauses: 5.1, 5.3, 6.2, 7.2, 7.3)
- ❖ Organization's Quality Manual
- ❖ Human Resource Policy
- ❖ Job Descriptions / Role Profiles
- ❖ Risk Management Procedure
- ❖ Document Control Procedure

4. Definitions

Term	Definition
Competence	The ability to apply knowledge and skills to achieve intended results.
Training	A structured process to develop knowledge, skills, and abilities required for a specific job or role.
Awareness	Understanding of the quality policy, objectives, and the importance of individual roles in the QMS.
Training Need	A gap between current competence and required competence to perform a task effectively.
Training Record	Documented evidence that training has been provided and assessed.

5. Responsibilities

Role	Responsibility
Human Resources / Training Coordinator	Coordinates overall training planning, scheduling, and recordkeeping.
Department Managers / Supervisors	Identify training needs for their teams, ensure attendance, and assess competency on the job.
Employees	Participate in required training, apply learning to their roles, and contribute to a culture of quality.
Quality Manager / Management Representative	Ensures training aligns with ISO 9001 requirements, promotes quality awareness, and verifies effectiveness.
Training Provider (Internal or External)	Delivers training in line with defined objectives and evaluation criteria.

6. Employee Training Requirements (ISO 9001:2015 Clause 7.2)

6.1 Determining Training Needs

Training needs are identified through:

- ❖ Job descriptions and role requirements
- ❖ Risk assessments
- ❖ New or changed processes, procedures, or technologies
- ❖ Customer requirements or regulatory obligations
- ❖ Performance evaluations or incident investigations
- ❖ New employee onboarding
- ❖ Organizational or QMS changes

Training needs are documented and prioritized based on risk, criticality, and business impact.

6.2 Types of Training

Training may include:

- ❖ Induction / Onboarding Training – for new employees to understand the organization, QMS, and basic expectations.
- ❖ Role-Specific Training – technical, operational, or procedural training related to specific job functions.
- ❖ Quality Management Training – including QMS awareness, ISO 9001 principles, quality policy, and objectives.
- ❖ Technical / Skills Training – for equipment operation, testing, inspection, software, etc.
- ❖ Regulatory / Compliance Training – for legal, safety, or industry-specific requirements.
- ❖ Soft Skills / Leadership Training – communication, teamwork, problem-solving, etc. (as relevant to quality outcomes).
- ❖ Refresher / Ongoing Training – to maintain or update competencies.

6.3 Planning and Delivery of Training

- ❖ Training is planned based on identified needs and schedules.
- ❖ Training may be delivered internally (by experienced staff, managers, or trainers) or externally (by certified providers or institutions).
- ❖ Training content is designed to be relevant, practical, and aligned with job requirements.
- ❖ Where possible, training includes interactive elements, assessments, or hands-on practice.

6.4 Competence Assessment

After training, employees are assessed to confirm they have attained the required knowledge and skills. Methods may include:

- ❖ Written or verbal tests
- ❖ Practical demonstrations
- ❖ Supervisor evaluation
- ❖ Observation of job performance
- ❖ Feedback or assessments from training providers

Only employees assessed as competent are authorized to perform tasks that affect quality.

7. Quality Awareness (ISO 9001:2015 Clause 5.1, 5.3, 7.3)

7.1 Purpose of Awareness

- ❖ All employees shall be aware of:
- ❖ The organization's quality policy and quality objectives
- ❖ The importance of their role in meeting customer and regulatory requirements
- ❖ Their contribution to the effectiveness of the QMS
- ❖ The potential impact of nonconformities on customers, the organization, and stakeholders

7.2 Methods of Promoting Awareness

Quality awareness is promoted through:

- ❖ Quality Policy Communication – displayed, communicated in meetings, and included in onboarding
- ❖ Training Sessions – dedicated awareness sessions or included in general training
- ❖ Meetings & Communications – regular updates from management, team briefings, newsletters
- ❖ Visual Management – posters, digital screens, intranet messages
- ❖ Performance Reviews – discussing quality goals and behaviors
- ❖ Incident & Lesson Sharing – discussing errors, nonconformities, and continuous improvement

7.3 Management Leadership

Senior management demonstrates leadership and commitment to quality by:

- ❖ Communicating the importance of quality and customer focus
- ❖ Leading by example
- ❖ Encouraging employee involvement in quality initiatives
- ❖ Recognizing good quality performance

8. Training Records (ISO 9001:2015 Clause 7.2)

The organization maintains training records for all employees, including:

- ❖ Employee name and department
- ❖ Training topic / course title

- ❖ Training provider (internal or external)
- ❖ Date of training
- ❖ Duration
- ❖ Training objectives / outcomes
- ❖ Assessment results or competency confirmation
- ❖ Trainer name
- ❖ Proof of attendance or completion
- ❖ Training records are:
 - ❖ Stored securely and confidentially
 - ❖ Retained for the duration defined in the Record Retention Policy
 - ❖ Made available for audit and review purposes

9. Monitoring and Review

The effectiveness of training is monitored through:

- ❖ Employee performance
- ❖ Quality metrics (e.g., error rates, customer complaints, audit findings)
- ❖ Feedback from employees and supervisors
- ❖ Internal audits

Training plans are reviewed periodically (e.g., annually) and updated based on:

- ❖ Organizational changes
- ❖ New risks or requirements
- ❖ Employee development needs
- ❖ Results of previous training
- ❖ Management reviews may include discussion on training effectiveness, competency gaps, and quality awareness levels.

10. Outsourced Personnel and Contractors

For contractors, temporary staff, or external service providers who perform activities affecting quality:

- ❖ The organization ensures they are informed of relevant quality requirements

- ❖ Training or orientation is provided as necessary
- ❖ Competence is verified or appropriate evidence is obtained
- ❖ Awareness of quality policies and customer focus is promoted

11. Compliance with ISO 9001:2015

This procedure supports compliance with the following ISO 9001:2015 clauses:

- ❖ Clause 5.1 – Leadership and commitment (promoting quality culture)
- ❖ Clause 5.3 – Organizational roles, responsibilities, and authorities
- ❖ Clause 6.2 – Quality objectives and planning to achieve them (including competence)
- ❖ Clause 7.2 – Competence (training and evaluation)
- ❖ Clause 7.3 – Awareness (of quality policy, objectives, and personal contribution)
- ❖ Clause 8.5.1 – Control of production and service provision (competent execution)
- ❖ Clause 9.1 – Monitoring, measurement, analysis, and evaluation (training effectiveness)
- ❖ Clause 10.2 – Nonconformity and corrective action (addressing competency gaps)

12. Conclusion

Employee Awareness is fundamental elements of a successful Quality Management System. By ensuring that all personnel are competent, informed, and engaged, the organization strengthens process control, improves quality performance, reduces risks, and enhances customer satisfaction.

A structured approach to training and awareness fosters a culture of continuous learning, accountability, and quality excellence, fully aligned with the principles of ISO 9001:2015.

13. Revision History of This Document

Rev No.	Date	Revised By	Approved By	Description
v1.0	2025-10-29	John Wang	Janice Lee	Initial release of ISO 9001 Documentation - Employee Awareness

Note: All controlled documents must be accessed through authenticated and approved channels. Employees must notify QA/Document Control in case they identify outdated or conflicting versions.

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