TRAINING

1.0  GENERAL

1.1 Personnel assigned to specific tasks are qualified on the basis of training, education and experience.

1.2 The Company’s standard training requirements, and their processes for planning for training needs, are defined in Employee Training (see QP-1800).

1.3 Cross training and on-going training and education are an essential component of The Company’s policy. The methods used to implement this policy are defined in QP-1800.

1.4 **Service Personnel are assigned to perform only those tests and calibrations for which they are qualified as documented in QP-1810.**

1.5 Minimum qualifications, requirements, and training of Service Personnel are defined in the Service Personnel Training procedure (see QP-1810).

1.6 **The effectiveness of the training provided is measured through the level of customer satisfaction attained. This output is documented in QP-1400 & QP-2000.**

1.7 **The relevance of service personnel contributions to product quality is communicated throughout the Technician Training Program and is evident by the commitment of the company to training.**

1.8 Records of qualifications (training, education and experience) and of planned training are retained as defined in QP-1800 series procedures and QM Section 16.