**Provision of Resources**

PT's executive management is committed to provide adequate resources for the

implementation and improvement of the quality system, and for addressing customer

satisfaction.

Management identifies resource requirements through the corporate budget process.

Corporate budgets and personnel requirements are based upon corporate sales targets.

Adequate personnel resources, including management, are provided through the use of

Human Resources.

**Human Resources**

**6.2.1 General**

Human Resources has been assigned the responsibility by Executive Management

to ensure employees are competent based upon appropriate education, training,

skills and experience. Human Resources is responsible to manage activities

required to match personnel competence, experience and training to the

organization's requirements. Employees are made aware of the importance of their

activities, and how they contribute to achieving quality objectives.

Human Resources is responsible to schedule training, record the effectiveness of

Training and maintain appropriate records. Training requirements shall include, but

are not limited to, the qualifying of new employees, reassigned employees,

employee retraining and new training.

**6.2.2 Competence, Awareness and Training**

**6.2.2.1 Competence**

Department managers are responsible for identifying competency

requirements and training needs within their departments, and for

establishing departmental training programs as required. Departmental

training is primarily focused on increasing the skill level of employees in

operating equipment and processes, conducting inspections, performing

testing and using statistical techniques.

**6.2.2.2 Awareness and Training Programs**

Training requirements shall include, but are not limited to, the qualifying

events of a new employee, reassigned employee, employee retraining

and new product/equipment/skill training. Personnel performing specific

tasks are qualified for the task on the basis of their education, training

and/or experience. The following categories of company and

departmental training and awareness programs for its employees are

supported by Executive Management:

**a) Quality Management System Orientation -** Each new employee

participates in an orientation process provided by Human Resources.

Initial training of the Quality Policy and QMS are performed and is

scheduled from an employees orientation process. Human

Resources is responsible to complete a "New Employee Check-Off

List" for each new employee.

**b) Safety Training -** Is an instruction in safe working practices, use of

personal protective equipment, first aid, fire procedures, ESD

prevention and others deemed appropriate. Training is provided by

the Department Supervisor or Human Resources Department.

**c) External Training -** External seminars, conferences, and courses.

are provided to employees on as needed basis.

**d) Skill Training** - Engineering, Production, and Quality Control

departmental skills are often provided as on the job training.

**e) Qualification Training -** On the job training shall be provided to

personnel in any new position affecting product quality. Department

supervisors shall establish operator qualification requirements as

appropriate. Requirements for qualification shall address employee

education, experience, training and demonstrated competency

**Competence, Awareness and Training (cont)**

**6.2.2.3 Training Effectiveness**

Employee training effectiveness is determined through improvement in

job performance and/or product quality. Training evaluations shall be

conducted by the department supervisor to evaluate the effectiveness of

training. Methods such as:

Performance \_ appraisals;

\_ Audits;

\_ Observation of the employee on the job;