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Page #	1	2	3	4	5	6	7			1a		10	
Rev No	00	00	00	00	00	00	00			1b		11	
Page #										2		12	
Rev No										3		13	
Page #										4		14	
Rev No										5		15	
Page #										6		16	
Rev No										7		17	
Page #										8		18	
Rev No										9		19	

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1.0 PURPOSE

1.1 To determine the knowledge necessary for the operation of its processes and to achieve conformity of services. This knowledge shall be maintained and be made available to the extent necessary.

1.2 To facilitate a systematic training and development program for all employees of CALAMBA WATER DISTRICT.

1.3 To bring the Knowledge, Attitude, Skills, and Habit (KASH) and other personal qualifications required for effective job performance of all employees to a desired standard level.

1.4 To ensure that personnel whose job may create a significant impact to the business have received appropriate training.

1.5 To ensure that all employees have understood and are implementing and maintaining the elements of the company's Quality Management System which relate to their functions in the company.

2.0 SCOPE

2.1 This procedure covers the general and specific training needs of all employees and does not cover other training activities and programs that may be developed and implemented by other departments.

2.2 Applicable to all CALAMBA WATER DISTRICT employees, subcontractors and suppliers working within the company's premises and other external interested parties whose work or services may create a significant impact upon the operation.

3.0 RESPONSIBILITY

3.1 Administration/HR – is responsible for identifying the training needs of regular employees, formulation of training plan and ensures implementation of established training program.

3.2 Division and Department Managers – Assist in identifying training needs assessment of their respective subordinates and ensure that the identified training needs are met.

3.3 General Manager – Final approving authority on annual training plans and training endorsement

4.0 DEFINITION OF TERMS

4.1 **Basic Training** – refers to training needs or programs that are essential and generic in nature, e.g. Company Orientation, QMS and Health & Safety, etc.

4.2 **Technical Training** – refers to training needs that pertain to specific processes in the line.

4.3 **Advanced Training** – refers to programs that pertain to a specific skill or technology, e.g. Safety related, , Internal Auditing, etc.

4.4 **Behavioral Training** – refers to programs that pertain to values formation of each employee to support the company core values and vision.

4.5 **TNA** – Training Needs Analysis

4.6 **Annual Training Plan** – a consolidated report showing the proposed training programs for the entire organization for the year.

4.7 **Trainer** – outsource from reputable training company such as LWUA, CSC, DBM and other agencies.

4.8 **Trainee** – personnel who receives the training.

4.9 Employee Training Record – (hard copy) / Training Management System – (electronic file) shall contain all the trainings attended by the employee and shall be kept up-to-date. Maintenance of training records shall comply with Quality Records Procedure.

4.10 Competency – The ability to perform or exhibit a behavior

4.11 Rank and File – Includes operators and/or technicians

4.12 Core Competency – The natural ability to perform or exhibit behavior

4.13 Functional Competency – the ability to perform the tasks/duties efficiently.

4.14 Supervisory – Supervisors and Managers

4.15 Organizational knowledge - is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organizations objectives.

5.0 PROCESS FLOW STEPS

STEP	INPUT	PROCESS FLOW	OUTPUT	RESPONSIBLE

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1a		10	
1b		11	
2		12	
3		13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	

START

#	Process	Document	Responsibility
1	Identify the core and functional requirement		Requesting Department Manager
2	Determine desired level of competency		Requesting Department Manager
3	Conduct Competency Assessment/Training Needs Analysis of incumbent	Training Needs Analysis	Admin/ HR/
4	Determine gap competency	Results of TNA	Department Manager in coordination w/ Admin HR
5	Consolidate all competency gap identified.		Admin / HR /
6	Prepare Annual Training plan	Annual Training Plan	Admin & concerned department
7	Determine if Internal or external Training		Admin / HR / Requesting Department
8	Training Implementation and monitoring		Admin Department Manager
9	Evaluate Training Effectiveness. If necessary, conduct Echo Seminar.	Training Effectiveness	Admin/ HR & concerned department
10	Update Training Records	Training Records	Admin/ HR
11	Verify Training Effectiveness	Training Effectiveness	Concerned Department Manager
11	Maintain Records of competence and awareness		Admin/ HR & concerned department

END

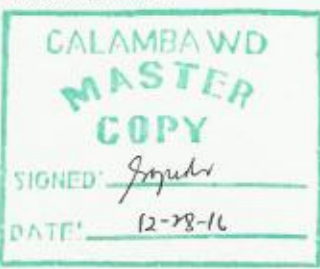| Copy Holder/ No. of Copies issued.	
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1b	11
2	12
3	13
4	14
5	15
6	16
7	17
8	18
9	19

6.0 PROCESS DETAILS

6.1 Training System

6.1.1 To guide the training implementation, a quarterly training calendar shall be released by Admin HR to announce the specific dates of offered courses.

6.1.2 Division & Department Managers shall register and confirm target attendees through notification letter.

6.1.3 Training facilitator/ coordinator reconfirms the manager's concern or attendees for the scheduled training.

6.1.4 Trainee shall affirm participation at training by signing at the attendance record.

6.1.5 To assess the effectiveness of training, the trainer shall administer a training examination after conducting the course as maybe required.

6.1.6 Training coordinator will release to trainer and his Department Manager a training evaluation summary within a week from the date when the training course was conducted.

6.2 Competence

6.2.1 To achieve the employee's necessary competence; CWD shall:

   a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

   b) ensure that these persons are competent on the basis of appropriate education, training or experience;

   c) where applicable, take actions to acquire necessary competence, and evaluate the effectiveness of the actions taken;

   d) retain appropriated documented information as evidence of competence.

6.2.2 Applicable actions can include, for example, the provision of training to, the mentoring of, or the assignment of the currently employed persons; the hiring or contracting of competent persons.

6.3 Training Needs Analysis

- 6.3.1 When addressing changing needs and trends, CWD shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates. Organizational knowledge can be based on:

   a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes and services;

   b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

6.3.2 Training Coordinator shall conduct a survey on the training needs of employees at the last quarter of every year for budget inclusion on the following year.

6.3.3 The Training Coordinator will provide a soft copy of the survey form that the immediate superior such as supervisors or managers will work on in identifying the training needs of his/her staff. The manager will be provided with a course curriculum showing the list of offered trainings.

6.3.4 Upon completing all the worksheet, these will be forwarded back to the Training Coordinator, who will consolidate the information and will be used in generating the Annual Training plan.

6.3.5 At the end of the year, the coordinator shall make an evaluation if the training needs have been served and make the necessary recommendation.

6.4   New Employee Orientation

6.2.1 Mandatory training for all new hire employees are listed on the Trainee Record.

6.2.2 Each new hire employee must attend and complete the list of basic trainings. HR Manager or his authorized representative shall certify completion by signing on the said form. This shall be filed together with other training records of the employee.

6.2.3 The Training Staff shall endorse the newly trained employee to his/her respective area engineer/manager for work related orientation.

6.5   Awareness

6.5.1 CWD shall ensure that persons doing work in the organization's control are aware of:

   a) the quality policy;

   b) relevant quality objectives;

   c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;

   d) the implications of not conforming with the quality management system requirements.

7.0   RECORDS RETENTION

7.1 Active Retention – indefinite retention period for current or active documents for both electronic and hardcopy Master Copy.

7.2 Inactive/Archival Retention – shall be kept for active one (1) year or may request for an extension as deemed necessary (hardcopy); for electronic/soft file; it shall be kept in a separate folder named "Obsolete Master Copy/Original".

8.0 REFERENCES

8.1 ISO 9001:2015 QMS Standard: Clause
8.2 QMS Manual (If with pre-existing/preferred)

9.0 ATTACHMENTS

9.1 Annual Training Plan
9.2 Employee Training Record
9.3 Training Needs Analysis
9.4 Training Evaluation Form
9.5 Training Effectiveness Form

10.0 DISTRIBUTION LIST

Note 1: Select Relevant Recipient to Appear in below List.

COPY HOLDER NO.	DEPT/SEC./COPY HOLDER
1b	General Manager
3	Commercial
4	Engineering
8	Laboratory (Quality Control Division)
9	Adm HR
10	Finance
11	Production

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