

# Implementing ISO 9001: 2008 with ROI

## 6.2.2 Competence, Training and Awareness

Items	ISO 9001:2000	ISO 9001:2008
Clause No.	6.2.2	The same
Title	Competence, Awareness and Training	Competence, Training and Awareness
Requirements	a) determine the necessary competence for personnel performing work affecting product quality,	a) determine the necessary competence for personnel performing work affecting <b>conformity to product requirements</b>
	b) provide training or take other actions to satisfy these needs,	b) <b>where applicable</b> , provide training or take other actions to achieve <b>the necessary competence</b> ,
	c) evaluate the effectiveness of the actions taken,	c) evaluate the effectiveness of the actions taken,
	d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives,	d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives,
	e) maintain appropriate records of education, training, skills and experience (see 4.2.4).	e) maintain appropriate records of education, training, skills and experience (see 4.2.4)

### I. High Return on Investment (ROI) Approach

**Performance improvement (conformity to product requirements) and Business Results achieved are the key issues. Competence is only the vehicle to achieve both.**

Clause 6.2.2 specifies that: 1) competence of personnel whose performance affecting the conformity to product requirements (directly or indirectly) and business results must be determined, assessed and maintained by the organisation; 2) Training Needs Analysis must determine training-based or *other* non-training based actions to achieve the necessary (organizational) competence and business performance; 3) evaluation shall assess the effectiveness of training actions taken at the performance result level (job or function), and should compare business impact before and after training.

The certification standard is based on ISO 10015 Quality Standard for Training.

### II. Limited Return on Investment Approach

**Competence is the key issue.** Clause 6.2.2 specifies the competence of personnel affecting the performance of conformity to product requirements directly or indirectly must be determined, assessed and maintained by the organisation.

(Detailed specifications in achieving high ROI and in accordance to ISO10015+ Certification Requirements will be provided to AdeQuaTE® registered clients)