

15. MONITORING PERSONNEL PERFORMANCE AND TRAINING

PURPOSE

This Procedure outlines the process to monitor Director and Affiliate performance and training.

SCOPE

This Procedure applies to all Directors and Affiliates as defined in the Policy Manual.

TRAINING REQUIREMENTS

1. In-house training provided during each calendar year
2. One-time ANSI/IEC 17024 training

EVALUATION OF COMPETENCY

Evaluation of ARC members:

The ARC Chair shall evaluate all members at the end of their duties.

- a. The FSAB shall request CAB feedback with a survey.
1. On-site visits
 - a. The ARC Chair (or Lead Assessor) shall evaluate all Directors who participate in the on-site visit.
 - b. The CAB shall provide feedback regarding on-site visit members via an FSAB survey.
 2. FSAB committees
 - a. The Committee Chair shall evaluate all Committee members at the end of their duties, or annually for standing committees.
 - b. The Vice President shall evaluate Committee Chairs at the end of their terms, duties, or annually, as applicable.

REMEDIATION

1. The Vice President shall receive all competency evaluations.
2. The Vice President shall recommend a remediation plan for any deficits, as needed (e.g., additional training, counseling, etc.)
 - a. If remediation is ineffective, or if a Director or Affiliate chooses not to participate in the remediation plan, the Vice President shall recommend that the Director or Affiliate be relieved of their committee, Director, or Affiliate position.

EVALUATION TOOLS

1. All evaluations shall be documented on scaled forms with space for comments.

- a. These forms shall be completed by each Committee Chair and provided only to the Director or Affiliate for feedback. The forms shall also be provided to the Vice President for review, and remediation, if appropriate.
2. The Administrative Manager shall file the evaluation forms in the Director's or Affiliate's personnel folder after the evaluation is reviewed by the Vice President and any remediation accomplished.
3. Director and Affiliate evaluation forms shall be available in anonymized form for internal and external review purposes.
4. Training and evaluations are identified by title and date on the Director/Affiliate Spreadsheet.

RECORDS CONTROL

1. The Administrative Manager retains all Director/Affiliate training and evaluation records in its possession at the Administrative Office.
2. The Administrative Manager shall not destroy the training or evaluation records without written direction from the President.
3. The Administrative Manager shall not release these records without the written approval of the President.

COMPLIANCE

Compliance shall be monitored annually through the Internal Audit and/or Management Review.