

PROCEDURE 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 shall be provided to all Directors and Affiliates each calendar year, either throughout the year or at the annual meeting and may be in-person, virtual, or electronic. The training shall, among other topics, include the Policy Manual, Procedures, Standards, Normative References, and ethics.
2. Each new Director shall attend an ANSI/IEC 17024 training (Understanding the Requirements and Concepts of ISO/IEC 17024:2012), or its equivalent as approved by the President, within the first year of membership, that will be paid for by the FSAB.

EVALUATION OF COMPETENCY

Evaluation of ARC members:

The ARC Chair or Team Leader shall evaluate all member assessors at the end of their assessment duties. The evaluation shall include information from the CAB's feedback survey.

1. On-site visits
 - a. The ARC Chair (Lead Assessor) or Team Leader shall evaluate all Directors and Affiliates who participate in the on-site visit.
 - b. The evaluation shall include information from the CAB's feedback 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.

EVALUATION BY THE VICE PRESIDENT

The Vice President shall evaluate Committee Chairs, Team Leaders, and ARC Chairs at the end of their terms, duties, or annually, as applicable.

Note: If the Vice President and the person being evaluated are members of the same CAB, the Secretary or another Officer shall conduct the evaluation.

REMEDATION

1. The Vice President shall receive all competency evaluations.
2. The Vice President shall recommend a remediation plan for any deficiencies, 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 to the Board 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, ARC Chair, and Team Leader and provided only to the Director or Affiliate for feedback and review. The forms shall then 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 anonymized for management reviews, internal, and external audits.
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 and archives these as appropriate.
2. The Administrative Manager shall not destroy the training or evaluation records without written direction from the President in accordance with Procedure 3: Record Control.
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.