

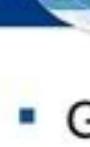
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# ISO 10015:1999, Quality management - Guidelines for training

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- #### ▪ Monitoring and Improving the Training Process



- Pretraining Support
  - Training Support
  - End-of-training Support

Проектирование процесса обучения		
Определение и анализ требований к компетентности (4.2.3)		
Организационные или технологические изменения, влияющие на основные процессы или характер продукции, поставляемой организацией;	Документальное оформление требований к компетентности	Требования к компетентности
Данные, зарегистрированные во время прошедших или текущих процессов обучения.		
Экспертная оценка организацией компетентности персонала, применительно к выполнению поставленных задач.		
Записи о текущести или сезонных колебаниях численности и состава временного персонала.		
Потребности во внутренней или внешней сертификации, необходимой для выполнения определенных задач.		
Запросы персонала, на основании которых должны быть идентифицированы возможности обучения персонала, влияющие на достижение целей организации.		
Результаты анализа процесса и корректирующие действия, основанные на претензиях потребителей или выявленных несоответствиях.		
Законодательные и обязательные требования, стандарты и директивы, влияющие на организацию, ее деятельность и ресурсы.		
Результаты исследования рынка, на основании которых должны быть идентифицированы или предложены новые требования потребителей.		

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Based on these records, " you can perform a review of the different steps to detect non-compliance issues for corrective measures and Shares. Thanks to this, the standard guarantees that managers maintain commitment to best practices in training. Long term: the performance of trainees in terms of employment and productivity must be evaluated. Development and Updates Iso 10015: 2019 Quality Management "Guidelines for the management of competence and the development of people 4 - Guidelines for training 4.1 Training: A process in four phases 4.1.3 Involvement of staff a Adequate personnel involvement whose skills are developed, within the framework of the training process, can make the staff perceive a greater sense of appropriation of the process, with the consequent assumption of greater responsibility to guarantee its success. 4 - Training Guidelines 4.4 Provide training support 4.4.2 Provide support ± providing relevant information to the training organization. Short term: it is appropriate to obtain information on the feedback of trainees regarding training methods, the resources used and the knowledge and skills acquired following the training. Input, Output and Record (Audit) Phase 1: Definition of training needs Input Record Definition of the needs of the organization (4.2.2) Starting decision of the training process Definition and analysis of the requirements Expertise (4.2.3) Competence requirements List of competence requirements Revision of competences (4.2.5) Knowledge of existing skills List of existing skills definition of competences (4.2.6) Training selected as a solution identification of solutions To fill the competence gaps (4.2.7) Training specifications erudecorp erudecorp eL ITTAFSIDDOS ONOS ICIFICEPS ITISIUQER I E ETIUGES ONOS NON ERUDECOR EL ES avitnuigga acifilaq atseug erettelfir rep itanroigga eresse onoved elanosrep led aznetepmoc id drocer I ITTAFSIDDOS ONOS ICIFICEPS ITISIUQER I E ETIUGES ONOS .4.03 otinemucod enoizamrof id It must be revised and the documentation relating to personnel skills must be updated to reflect this additional qualification 28. The work has seen movements and expansions from the industry, geography and various other factors over time, but knowledge and Personnel capacity have always driven work. He also expressed appreciation for the efforts made by the authority for the implementation of best practices and for continuous improvement. Unfortunately, this section has become a problem especially for small and medium-sized organizations. 4 "Training Guidelines 4.4 Provide support receiving feedback information from the trainer receive feedback information from the trainer Provide feedback information to managers and staff involved in the training process 4.4.2.3 Support at the end of training 24. Inputs, Outputs and Records (Audit) Phase 2: Design and Schedule Training Record Input Output Constraint Definition (4.3.2) Knowledge of constraints on training List of constraints Training Methods and selection criteria (4.3.3) Knowledge of training methods List of training methods Training plan Specification (4.3.4) Specification of training plan Training plan Document Selecting a training supplier (4.3.5) identified training provider agreement or formal contract establishing property, roles and the responsibilities of the training process 31. Provide training 4. Provide the appropriate trainee Relevant and adequate ties to apply the competence you are developing. Provide feedback on the execution of the tasks required by the trainer and / or the trainee 4.4.2.2 Training support 23. Packages containing ISO 10 015: 2019 include: ISO 9000 Collection 2ISO 19 011 / ISO 10 005 / ISO / TR 10 013 A «Package Leading Custom Authority (FCA) e.g. and Commitment to excellence by achieving ISO 10015 certification by BSI (The British Standards Institution.) Commissioner H.E Ali Al Kaabi, Head of the Authority Federal Customs received the certificate on 29 May 2016 from Yahya El Olabi, General Manager of BSI Abu Dhabi & KSA Group. 4.4.2.1 Pretraining support 22. Training design and planning, 3. 5 ± Monitoring and improving the training process 5.2 Validation of the training process The training process should identify additional opportunities to improve the effectiveness of any stage of the training process. Due to the increased demand for an appropriate quality assurance tool training, the ISO 10015 " standard was developed, negotiated and refined by training experts and published by the ISO Secretariat in December 1999. "THE examination should be based on the specifications of the training plan and the constraints identified 21. Appropriate records of the different activities should be maintained the results obtained and the actions planned. ± Explain to the trainee the nature of the training and the skills gaps that it is intended to fill. 18.4 - Training Guidelines 4.2 Definition of training needs 4.2.3 Definition and analysis of competence requirements The definition of an organization's future needs in relation to its strategic and quality objectives including the required competence of its staff, may be inferred from a variety internal and external sources, such as organizational or technological changes affecting work processes or impacts on the nature of products provided by the organization Turnover or seasonal fluctuation records involving temporary staff Result of process reviews and corrective actions due to customer complaints or ,enoizalsigeL ,enoizalsigeL icificeps itipmoc id otnemiglovs ol rep airassecen anretse o anretni enoizacifitrc ;ilautta o itassap enoizamrof id issecorp ad itartsiger itaD Ätimrofnoc non id Standards and directives concerning the organization, its activities and its resources The assessment of the organization of staff competence to perform requests for tasks specified by employees who identify personal development opportunities that contribute to the search for the targets market of the organization that identifies or anticipating the new customer requirements 15. Improvement of training this can help an organization A: 1. 11. 4 - Training guidelines 4.3 Design and training planning 4.3.3 Training methods and Criteria Training methods Selection Methods Policy for selecting appropriate methods or combination of methods of methods & workshops (On / Off site) Date Apprentists position on-the-job coaching coaching plants cost training car training goals distance learning distance group of trainees Duration of training and sequence of imp Clementation Forms of evaluation, evaluation and certification 19. 4 - Training guidelines 4.3 Design and training of planning 4.3.5 Selection of a training supplier ± Any potential internal or external training supplier should be subject to an examination Critical before being selected to provide training. ISO 10015: 1999 sec. 27. For driving in this sector, ISO 10015: 2019 "Quality management " "Competent Person - It is mentioned in the standards between industries. "±5 Monitoring methods include: consultation, observation and data collection. 4 - Lines Training guide 4.5 Evaluation of training results 4.4 Providing training 4.3 and planning of training 4.2 Definition of training needs 4.1 Training: a four-stage process " "9. " A1/4 This exam may include the provider's written information (e.g. catalogues, flyers) and evaluation reports. 4 - Training guidelines 4.1 4.1 deniart eb dluohs elor dna sutats tnemyolpme ,erutan eht fo sseldrager seeyolpme level llA elanoitaR & esopruP .ecnellecxe fo yenruoj eht fo noitaunitnoc a si drawa siht gniveicer taht dedda dna ACF detalutargnog ,ibalO IE ayhaY -reganaM lareneG ASK dna ibahD ubA ISB ,dnah rehto eht nO ÅÄÄc.sremotsuc ot dedivorp seciwes eht dna ecnamrofrep rieht poleved ot redro ni seeyolpme lla fo level eht gnisiar dna gniniart derutaeaf gniweihca ot noittida ni ecnellecxe lanoitazinagro sdrawot ygetarts wen stiÅ Ärof tyirohtuA eht fo tiusrup eht htiw enil ni si tnemeveihca sÅÄÄcytirohtuA smotsuC laredFÄ ÄehT" :detnemmoc ibaaK IA ilA renoissimoC E.H Å Ä.61 strepxE rettaM tcejbuS morf tupnI snoissucsID puorG snoitavresbO sreganam ,srosvrepus ,eeyolpme htiw erianoitseuQ /sweivretnI ecnetepmoc gniweiveR 4.2.4 sdeetN gniiniarT gniinifed 2.4 gniiniarT rof senilediuG - 4 .tnempoleved elpoep dna tnemeganam ecnetepmoc rof smetsys evorpni dna ,niatniam ,tnemelpmi ,hsilbaste ot noitazinagro na rof senilediug sevig 9102:51001 OSI ,saera eseht htob htiw gnikroW.eulav reviled dna etaerc ot seitilibapac sÅÄÄcnoitazinagro na ecnahne pleh yeht ,rehtegot ÅÄÄc.tnempoleved eriuquer lliw elpoep tnemeganam ecnetepmoc fo trap si tnempoleved elpoepÅÄÄc ,9102:51001 OSI fo noitcudortnI eht ni detats SA .sdradnats tnemeganam ytilauq dna ecnarussa ytilauq fo ylimaf 0009 OSI eht nihtiw ÅÄÄcgniniartÅÄÄc dna ÅÄÄcnoitacudeÅÄÄc ot secnerefer terpretni ot deriuquer si ecnadiug revenehw deilppa eb Yam sihT .devlovnI yltcerid era yeht hciihw ni snoitcnuf eht fo trednepedni eb dluohs lennosrep hcuS ,elbissop erehW .rucco dluohs ,gnirotonom sti dna ,ssecorp gniniart eht fo segats ruof eht fo yna ot detaler seciwes dna stcdorp fo gnicruoser dna gnisahcrup lanretxi eht nehw dna fi ediced ot tnemeganam eht fo ytilibisnopser eht eb dluohs ti seciwes dna stcdorp detaler-gniniart fo esahcruP 2.1.4 ssecorp egats-ruof A : meet the organization's commitment to deliver products or services of the quality required in an ever-changing market where customer expectations, needs or requests are constantly increasing. H.E. Mohammed Jumaa Buosaiba, Director General of the Federal Customs Authority. Previous users of this standard may be interested in the ISO 10 015:2019 Plus Redline standard, which comes with both the international standard document and its redline version, which clearly records such changes.ISO 10 015:2019 and related standardsSince this standard refers to similar quality management standards, some users may benefit from the ISO 10 015:2019 Plus Redline standard. Buy it as part of a standard package, which comfortably brings together different standards, often at discount prices. The 7th. Within a specified period of time after the trainee has completed the training, the management of the organisation shall ensure that an assessment is carried out to verify the level of competence achieved. The process-oriented concept of this standard can be easily understood by organizations accustomed to the ISO quality management standard, regardless of sector, nature or size. 5. It does not add, modify or modify the requirements of the ISO 9000 family or other standards. Amendments to ISO 10 015:2019However, a major amendment to ISO 10 015:2019 reflects a closer alignment with ISO 9000 standards. Therefore, any reference to "training" in this Standard includes all types of education and training. In addition, updates to this standard, which revises the first edition of the same International Standard in 1999, help to clarify skills management and support organisations by identifying their skills needs at scheduled intervals.ISO 10 "Quality Management" Guidelines for skills management and development of people is available on the ANSI WebStore. 8. 17. 5 "Monitoring and improvement of the training process 5.2 Validation of the monitoring process inputs include all i from all stages of the training process. These systems ultimately aim to positively influence compliance results products and services and the needs and expectations of stakeholders. This document shall be applicable to all organizations, regardless of their type or size. (b) Define the training required for employees whose existing competence does not correspond to that required for the tasks. "A1 Monitoring should be conducted by competent personnel according to documented procedures A organization. 4.2.7 Specification for training needs The specification for training needs should document the objectives and expected results of the training. Monitor and improve the training process. Design and Planning Training Note: The results of one phase will provide input for the next phase 10. 4 - Training Guidelines 4.2 Definition of training needs 4.2.5 Definition of the competence gap A comparison should be made between the existing competencies and those required to define and record competence gaps. 12. This international standard emphasizes the contribution of training to continuous improvement and " to help organizations make their training a more effective and efficient investment. These contributions can be collected on an ongoing basis to provide the basis for validating the training process and for making recommendations for improvement. Contents "Premise "Benefits "Purpose & Motivation "Quality Improvement by training "Terms and definitions "Guidelines for Training "Monitoring & Improving Training Process 3. The specification should take into account the following elements: a) objectives and requirements b) specification of training needs c) training objectives d) trainees (recipient groups or recipient staff) and training methods and description of content f) List of requirements (duration, dates, significant goal) g) Requirements of resources ( Training (training Training staff H) Financial requirements I) Processed criteria and methods or evaluation of training results 20. c) Training requirements specified in the document. Customer support +41 22 749 08 88 Opening hours: from Monday to Friday " 09: 00-12: 00, 14: 00-17: 00 (UTC + 1) 1. 4 " Guidelines for training 4.3 Design and planning training 4.3.2 Definition of the constraints Regulatory requirements imposed by the law Political requirements relating to human resources imposed by the organization of financial considerations Financial requirements Availability, motivation and capacity of individuals to be formed availability of internal resources or one Reliable training The list of constraints must be used in the choice of training methods, the training body and in the development of the training plan specifications.

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