



MCA-QP6200
Previously MCA-P18.1
Revision F
28 January 2003

Maintenance Center, Albany
Marine Corps Logistics Base, Albany, GA 31704-0325

MCA QUALITY PROCEDURE

CODE 881

HUMAN RESOURCES

SIGNATURE/APPROVAL

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

(Signature on File)
S. H. FOREMAN
Commander, Maintenance Center, Albany

28 January 2003
DATE

CHECK THE MASTER LIST -VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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Commander of the MCA has an open door, two-way communication information system regarding the effectiveness of the Quality System, whereby continually reviewing the needs of the employees and creating conditions to encourage innovation. Communications are provided through the publication of newsletters, distribution of e-mails, and information provided daily via electronic marquees placed throughout the MCA

- All Departments 4.2 Competence.
- 4.2.1 Personnel qualifications are reviewed during the initial resume/application process and verified by interview/reference checks. New hires are considered competent on the basis of applicable education, training, skills and experience and are given relevant training as part of their orientation, typically during the first 90 days.
- 4.2.2 All personnel are trained in the relevant aspects of the Quality Management System and Customer Satisfaction Responsibilities and Authorities relative to their job position.
- 4.2.3 The competence of personnel is periodically evaluated by the first-line supervisor. This usually occurs at the annual or semi-annual performance review; however, a competency review may be carried out at any time where circumstances require it. Competence is based on job requirements, training, performance, etc.

- All Departments 4.3 Awareness
- 4.3.1 All personnel are made aware of the relevance and importance of their activities. At the induction stage of employment, training is provided on the Quality Policy, Quality Management System and the employee's role in the process and his/her contribution to the Quality Objectives.
- 4.3.2 Periodic division, department and branch meetings emphasize the job/activity's importance and its relevance to the Quality Management System. Managers, supervisors, and leaders continually reinforce the need to support and contribute to the Quality Objectives.

- All Departments 4.4 Training.
- 4.4.1 Job rotation, turnover, new service and/or technology introduction are the primary indicators of training needs. Training needs are continually assessed against performance, and yearly training need surveys are conducted throughout the MCA to determine future training requirements. Training is provided either on or off the job, in-house or on/off base.
- 4.4.2 Training goals are set prior to provision of training. The effectiveness of the training is assessed and recorded during mid and annual performance reviews in terms of expectations and impact on the effectiveness and efficiency of the organization against original training goals as a means of improving future training plans.

Training for personnel is further described in the series of MCA-QI6200 quality instructions.

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Quality Department 4.4.3 The regional Human Resources Office maintains official records of education, training, skills and experience. In addition, the MCA Training Coordinator also inputs and maintains a database of training and skills development of MCA personnel.

5. NOTES. None

6. DATA, FORMS, AND REPORTS. None

7. QUALITY RECORDS. Records shall be maintained in accordance with MCA-QP4240.

Training Database

Storage Location: matcomaps05 LAN server
Indexing: By employee name and/or course title
Access: Training Coordinator and C/DM backup personnel
Filing: As generated
Storage Medium: Electronically
Maintenance: LAN
Disposition: Moved to History File in Training Database
Retention: Until the employee leaves the Maintenance Center

8. APPENDICIES, FLOW DIAGRAM. None