



COUNTY OF NORTHERN LIGHTS

POLICY

QUALITY – COMPETENCE AWARENESS & COMMUNICATION

CREATED: 2/9/2025

REVISED:

TOTAL PAGES: 1

ASSIGNMENT OF PERSONNEL

Personnel who are assigned responsibilities directly or indirectly affecting conformity to service (product) requirements are determined to be qualified and competent based on education, training, observed skills, and experience.

COMPETENCE, AWARENESS, AND TRAINING

County of Northern Lights identifies training needs and provides for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks are qualified based on appropriate education, training, observed skills, and experience, as required. A training plan is prepared and scheduled annually with periodic updates.

Training is provided either on or off the job, internally or externally, as appropriate. The ongoing effectiveness of training is periodically assessed by observation, proficiency testing or other appropriate means.

County of Northern Lights ensures that its personnel are aware of the relevance and importance of their jobs and how they contribute to the achievement of the quality objectives.

County of Northern Lights securely retains duplicate copies of training records in the form of attendance sheets, certificates of proficiency and/or completion for all employees. Original copies of these records are maintained by County of Northern Lights Human Resources Department, which is outside the scope of this quality management system.

INTERNAL COMMUNICATION

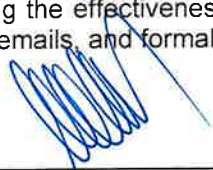
Quality Representatives delegated to an area or is project-based shall manage and/or perform such work according to the quality program.

They also have a specific responsibility to ensure that:

- All personnel responsible for quality control activities (including such activities as identified on any Inspection and Test Plan) are qualified and made properly aware of their responsibilities.
- All other tradespersons or subcontractors engaged in any work are suitably qualified;

The quality representative will ensure that the appropriate communication processes are established within County of Northern Lights and that communication takes place regarding the effectiveness of the QMS. This communication takes the form of team briefings, meetings, memos, emails, and formal reports.


Chief Elected Official


Chief Administrative Officer