

6.0 Resource Management

6.1 Provision of Resources

It is our policy to ensure that we determine and provide for resources to implement and maintain the quality management system and continually improve its effectiveness, and to enhance customer satisfaction by meeting customer requirements.

We provide, develop and support a diverse workforce that enables us to meet business goals. The Quality function is responsible and has the authority for quality training activities.

It is our policy to adhere to local, state and federal regulations mandates.

The Top Management team is responsible and has the authority for provision of resources activities.

Reference: Management System Procedure # MSP-06

6.2 Human Resources

It is our policy to ensure the employment of sufficient personnel with the necessary background, training and experience to ensure that the requirements of the quality management system are met.

Personnel performing work affecting product quality shall be competent on the basis of appropriate training, skills and experience. We:

- determine the necessary competence for personnel performing work affecting product quality
- provide training or take other actions to satisfy these needs
- evaluate the effectiveness of training provided
- ensure that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
- maintain appropriate records of education, training, skills and experience

We ensure that training needs of personnel affecting quality are identified and that resultant training is provided.

We ensure that personnel are qualified through education and on-the-job training, and experience adequate to perform the task, as specified in job descriptions.

The Human Resource function is responsible and has the authority for human resource activities.

Reference: Management System Procedure # MSP-06

6.3 Infrastructure

It is our policy to ensure that our facilities are representative of the organization's commitment to excellence.

Our facilities and equipment are maintained in a clean and safe manner.

We determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.

Our infrastructure may include, as applicable, the following:

- buildings, workspace and associated utilities
- process equipment [both hardware and software]
- supporting services i.e. transport or communication

The Operations and Quality functions are responsible and have the authority for infrastructure activities.

Reference: Management System Procedure # MSP-06

6.4 Work Environment

It is our policy to ensure that work environments are properly controlled throughout all areas of our facility to achieve conformity to product requirements.

We ensure that manufacturing areas are properly operated to provide an appropriately controlled environment to manufacture our products.

The Operations function is responsible and has the authority for environmental control activities.

Reference: Management System Procedure # MSP-06

6.5 Information

It is our policy to ensure we continually review our information systems to make sure they remain capable of providing accurate and timely data to foster factual management decisions, and the continuing development of our employee's knowledge that can simulate innovation throughout our organization.

We ensure that we:

- identify system information needs
- identify and access internal and external sources of information
- convert data to knowledge for the organization
- use the data, information and knowledge to set and meet strategies and objectives
- ensure appropriate security and confidentiality
- evaluate benefits from the use of the information to improve managing information and knowledge

The Finance and Administration function is responsible and has the authority for information activities.

Reference: Management System Procedure # MSP-06

7.0 Product Realization

7.1 Planning of Product Realization

It is our policy to plan and develop processes needed for product realization.

We provide a trained production team to monitor and control processes that ensure products are efficiently and effectively manufactured to customer specifications in a safe and clean environment that protects our human and material assets.

We ensure that planning of product realization is consistent with the requirements of other processes within our quality management system.

When planning product realization, we determine the following, as appropriate:

- quality objectives and requirements for the product as defined by customer specifications and other inputs
- the need to establish processes and documents
- provide resources specific to the product
- required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance