



Organizational Training Procedure

Version No: 1.0

Date: May 03, 2017

Revision History

Version	Date	Prepared by / Modified by	Change Summary	Approved By	Approved On
1.0	May 03, 2017	Steve Sommers Rakesh Solleti	First Draft Made	Anitha T G	May 18, 2017

Table of Contents

1. Purpose.....	4
2. Scope	4
3. Entry and Inputs	4
3.1. Entry Criteria	4
3.2. Inputs.....	4
4. Activities	4
4.1. Prepare Training Plan	4
4.2. Schedule the Trainings	5
4.3. Post Training Analysis.....	5
5. Exit Criteria and Outputs	6
5.1. Exit Criteria.....	6
5.2. Outputs.....	6
6. References.....	6

1. Purpose

The objective of the training department is to ensure that the employees of the organization are into a continuous learning cycle which helps in their personal development and also benefit the organization to improve the performance by obtaining the skills.

2. Scope

This process is applicable for the training function in ePathUSA.

3. Entry and Inputs

3.1. Entry Criteria

This process is a regular and routine process and get triggered beginning of every year with the plans and updated as required for any modifications during the year.

3.2. Inputs

- Management Meeting Inputs
- Previous Audit Report
- Existing Skills and Required Skills form the Projects
- External Certifications
- Feedback Analysis from previous year

4. Activities

4.1. Prepare Training Plan

- Based on the organizational initiatives, senior management shares the possible technologies, domains the organization would be focusing on, for the upcoming year. This helps the training team in identifying the trainings considering gap between the existing skills and required skills.
- Feedback from the project managers and also from the employees will become another input for the training team to come out with the required trainings.
- The observations came out during the audits also become an inputs for planning the training function to be more effective.
- Considering the above activities, training department representative prepares a training plan which encompasses details like roles & responsibilities, objectives of the training department, new initiatives planned, associated risks and issues. This plan is reviewed and approved by the management.
- Training activities are tracked against the plan and the plan is updated as needed.

- The team has to identify clear in their training plan which trainings are conducted at the organizational level and which are at project level and organization only captures the data and update the skill matrix if required.

4.2. Schedule and conduct the Trainings

- Training department representative holds a meeting with the projects periodically to identify the weak areas of their respective team members with respect their roles.
- Each project manager refer to their expected skills and required skills and provide the feedback to the training department
- Training function representative prepares a list of all trainings and identifies the trainers for. E-learning trainings are also considered while scheduling the trainings.
- Training team checks the possibility of selecting the trainers internally considering the availability, in the absence of an internal trainer, external trainers/online courses are identified.
- DAR (Decision Analysis and Resolution) Report is used for selecting the trainers/training options in case of multiple options.
- Training calendar is prepared and shared across the organization.
- For technical trainings, participants should provide the approval of their respective managers.
- Organization mandated trainings related to security, fire safety, quality management system and organization's policies etc., the team can nominate by informing the managers. The manager can himself nominate the participants for some training.
- Training details are sent to all the nominated participants along with a calendar invite
- Training material should be reviewed by the SME if available within the organization before conducting the training.
- Once reviewed the material is kept in a location which is accessible to the project teams for their reference.
- Training coordinator will send the invite to the participants with the date and the venue.
- As per the schedule the training is conducted and the attendance is captured.

4.3. Post Training Analysis

- Training coordinator ensures that the training feedback is taken from all the participants on completion of the training.
- The feedback is consolidated and analyzed for all the trainings conducted within the organization and quarterly the results are shared with the management during the management review meetings
- Monthly training metrics and details are shared with the management
- Based on the analysis the training department will come out with the necessary actions.

- The effectiveness of the training will be gathered with the respective project managers periodically and collect the feedback on any improvements/suggestions to make training more effective.
- Employee skill matrix is updated with the obtained skills for the respective individuals.
- Information related to external trainings/certifications or online courses will be gathered from the individuals and obtained in the training repository.

5. Exit Criteria and Outputs

5.1. Exit Criteria

This is a routine process and gets updated every year based on the inputs from management and also considering the training plans.

5.2. Outputs

- Training Plan
- Management Review Inputs
- Feedback Analysis
- Training Tracker
 - Training Calendar
 - Skill Matrix
 - List of Trainers
 - Action items
 - Metrics

6. References

- Templates
 - DAR Template
- Guidelines
 - Project Planning Guidelines
 - DAR Guidelines
- Procedure
 - Project Planning Procedure
 - Internal Audit Procedure
 - DAR Procedure