Resource Management

Provision of Resources

The Company will identify resource requirements and provide adequate resources, including assignment of trained personnel for specific tasks affecting quality, for management performance and verification of work activities including internal audits.

Human Resources

General

All personnel whose daily activities directly affect the quality or services offered by the Company will be trained and competent in all aspects of their day to day procedures to meet the requirements expected by the customer.

Competence, Awareness and Training

- **Directors Meetings are held every month**, these are strategic meetings designed to discuss the current future aspects of the business. Meeting minutes are recorded.
- **Monthly staff meetings** are held to brief staff on the status of the business and the goals for the next few months. Meetings minutes are not recorded but presentations are stored. This should be held on the last Friday of the month when possible.
- The **Quality Management Team meets every four months** and during this meeting considers the training needs of all personnel within the Company. Minutes of the meeting are recorded.
  - Quality Management Team meetings conform to ISO9001:2015 format requirements
- Directors Meeting and Monthly staff meetings feedback should be passed for discussion during Quality Management Meetings.
- RAG System provideds RED/AMBER/GREEN status tracking of maintenance logs of all plant, building and system resources.
- A summary of the experience, education and other qualifications of all staff are recorded. A record of all training courses attended by all staff is maintained by the Operations Manager and recorded along with further training needs which have been identified, the effectiveness of any training received will be evaluated. New employees are inducted in the Quality System and in all other areas by the Operations Manager. See Training Matrix
- All employees are encouraged to bring to the attention of management any training requirements which they feel they need to enhance their skills within the organization. These requests are reviewed by the Quality Management Team on a **four monthly**

interval during Quality Management Audits.
- Staff can access their current training levels and competency via the company wide training matrix available on the online manual https://manual.maticmedia.co.uk/

Meeting Minute/Template Locations

Meeting Type	Location
Directors Meetings	Held with Alan Clarke
Monthly Staff Meeting Presentations	Held with Robert McCombe
Quality Management Team Minutes	Held with Andy Roddie (Quality Facilitator)
Weekly Operations Team Meeting Template	In Manual

Training Matrix

Training is an ongoing process at **Matic Media Services Limited** it is expect of all staff to be trained to the highest standard and to be constantly striving for the next level of competency.

Competency is measured through a 3 point system of...

1. In training
2. Competent
3. Expert (Capable of training others)

External training and expiration dates are recorded in the training matrix.

Training Matrix Location

The training matrix is held on the Nethdd.

> https://maticmedia-my.sharepoint.com/:x:/g/personal/robert_maticmedia_onmicrosoft_com/ERnjj-rsBfBNkJK6Jx--s8gBhHtu7uhkG-4ikX4h-turRQ?e=QNgfy2

Infrastructure

Management will provide an environment in which the quality objectives and customer requirements are met. These will include :-

1. any environment which meets all regulatory requirements of health and safety regulations;

2. a workplace which ensures that the fabric of the building is maintained to ensure that the processes and the integrity of the product meet customer requirements;
3. a transport system which ensures that the product required by the customer is safe from any environmental factors which may cause damage or deterioration
4. **Third party health and safety / fire audits are provided by HR Services annually**

Infrastructure Reference Documentation

Document	Location
Plant & Equipment Register	See Document Register
RAG Board Maintenance	See Document Register
RAG Board Logs	See Document Register
Health & Safety Site Audits	See Document Register

Work Environment

Management will provide and mange a work environment needed to achieve conformity to product requirements as detailed in Infrastructure detailed above.

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3. a transport system which ensures that the product required by the customer is safe from any environmental factors which may cause damage or deterioration

Clause 7.5 see Control of Documents

Specification Requirements

7.1 Resources

7.1.1 General

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. The organization shall consider:

- a) the capabilities of, and constraints on, existing internal resources;

- b) what needs to be obtained from external providers.

7.1.2 People

The organization shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.
NOTE Infrastructure can include:

- a)   buildings and associated utilities;
- b)   equipment, including hardware and software;
- c)   transportation resources;
- d)   information and communication technology.

7.1.4 Environment for the operation of processes

The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

NOTE A suitable environment can be a combination of human and physical factors, such as:

- a)   social (e.g. non-discriminatory, calm, non-confrontational);
- b)   psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- c)   physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products and services provided.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

The organization shall retain appropriate documented information as evidence of fitness for purpose of
the monitoring and measurement resources.

7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) identified in order to determine their status;
- c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The organization shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

7.1.6 Organizational knowledge

The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates

7.2 Competence

The organization shall:

- a) determine the necessary competence of person(s) doing work under its control that affects the
  performance and effectiveness of the quality management system;
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retain appropriate documented information as evidence of competence.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent

persons.

7.3 Awareness

The organization shall ensure that persons doing work under the organization's control are aware of:
a) the quality policy;
b) relevant quality objectives;
c) their contribution to the effectiveness of the quality management system, including the benefits of
improved performance;
d) the implications of not conforming with the quality management system requirements.

7.4 Communication

The organization shall determine the internal and external communications relevant to the quality management system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate;
  e) who communicates.

7.5 Documented information

7.5.1 General

The organization's quality management system shall include:

- a) documented information required by this International Standard;
- b) documented information determined by the organization as being necessary for the effectiveness
  of the quality management system.

7.5.2 Creating and updating

When creating and updating documented information, the organization shall ensure appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:
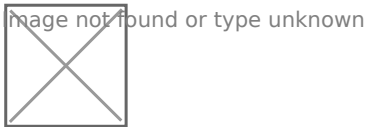
- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the organization shall address the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

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