**Competence & Awareness – Requirement of the clause no.7 of ISO 9001:2015**

In our life people are doing something based on their ability, their capacity they are achieving what they expecting in their life. When you are doing one thing continuously in your life, you are becomes expert in that particular thing. But if you are fresher or just started to do something then you need mentoring, training to understand the things and move ahead towards your decided goal.

<https://shivconsultancy.org.in/clause-no-6-2/>



**What is Competence?**

Competence means ability to doing something. Competence is the set of demonstrable characteristics and skills that enable, and improve the [efficiency](https://en.wikipedia.org/wiki/Efficiency) or [performance](https://en.wikipedia.org/wiki/Performance) of a [job](https://en.wikipedia.org/wiki/Employment).

[https://en.wikipedia.org/wiki/Competence\_(human\_resources)](https://en.wikipedia.org/wiki/Competence_%28human_resources%29)

Competency is a series of knowledge, abilities, skills, experiences and behaviors, which leads to the effective performance of individual's activities. Competency is measurable and could be developed through training. It is also breakable into the smaller criteria

Competencies provide organizations with a way to define in behavioral terms what it is that people need to do to produce the results that the organization desires, in a way that is in keep with its culture. By having competencies defined in the organization, it allows employees to know what they need to be productive. When properly defined, competencies, allows organizations to evaluate the extent to which behaviors employees are demonstrating and where they may be lacking. For competencies where employees are lacking, they can learn. This will allow organizations to know potentially what resources they may need to help the employee develop and learn those competencies. Competencies can distinguish and differentiate your organization from your competitors.

**What are the benefits of the monitoring competency??**

* Competency models can help organizations align their initiatives to their overall business strategy. By aligning competencies to business strategies, organizations can better recruit and select employees for their organizations. Competencies have been become a precise way for employers to distinguish superior from average or below average performance
* Development of stepping stones necessary for promotion and long-term career-growth
* Knowing whether employees are capable of performing their role in achieving corporate strategy
* Provides regular measurement of targeted behaviors and performance outcomes linked to job competency profile critical factors.
* Allows an organization to measures its “bench strength”—the number of high-potential performers and what they need to acquire to step up to the next level

**What is the requirement of Clause 7.2 in the ISO 9001:2015?**

* Decide the necessary competency of each designation in the Organization which is affecting on effectiveness of the Quality Management System i.e. Identify the required competency for each designation and make competency required sheet for your Organization.
* Ensure that the particular person is competent on the basis of required education, experience and training i.e. Verify or review that is your recruited employee is competent on the basis above competency required or capable towards your expected level for particular designation.
* Take action to acquire necessary competence and evaluate the effectiveness of the implemented actions. i.e. Prepare training plan to reach the expected level and evaluate the results after each training.
* Maintain proper documentation as evidence of decided v/s acquired competency of the each employee. I.e. maintain training records as per plan along with the evaluation of particular training. Reviews the expected level v/s achieved level and updates the competency level of particular employee.

**Training**

Training is teaching, or developing in oneself or others, any [skills](https://en.wikipedia.org/wiki/Skill) and [knowledge](https://en.wikipedia.org/wiki/Knowledge) or [fitness](https://en.wikipedia.org/wiki/Physical_fitness) that relate to specific [useful](https://en.wikipedia.org/wiki/Practicality) [competencies](https://en.wikipedia.org/wiki/Competence_%28human_resources%29). Training has specific goals of improving one's [capability](https://en.wiktionary.org/wiki/capability), capacity, [productivity](https://en.wikipedia.org/wiki/Productivity) and [performance](https://en.wiktionary.org/wiki/performance).

**In the Organization mainly required 4 types of trainings as follows** -

1. Induction Training 2. On the Job Training 3. Need basis Training 4. Soft Skills Training

**Induction Training** - It is start up or welcomes training of the employee. It is basically intro of the Organization and its processes even procedures. It gives awareness of the Organization so employee can be aware and he can step up towards his role in the Organization.

**On the Job Training** – It is second step of the trainings which is including practical examples and practical involvement of the employee. In this trainings trainee perform in front of the trainer based on the given instruction and trainer observing his / her live performance.

**Need basis training** – HR dept is identifying required competencies for each designation in the Organization. Based on these recruited person needs to be evaluate periodically to identify the gaps. i.e. competency mapping or skill matrix. This method is giving the gaps between Competency required v/s Competency Available in the particular employee.

**Soft Skills Training** – Soft skills training includes personnel trainings to improve the personality development of the particular employee. I.e. training to improve the Communication skills, Positive thinking, time management, leadership skills in the employees. It is actually required for each employee. But some organization provides only induction and on the job trainings to the employee to make the production or achieve the targeted sale, but somewhere employee not performing well or not giving that much productivity due to lacking the soft skills. Therefore need basis trainings and soft skills training is developing the performance of the employee.

**What are the steps?**

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