




Quality Assurance Work Instruction		CP-00-9018-005
Approved: 	Date: 1 March 2004	
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1.0 POLICY/PURPOSE

Santa Barbara Applied Research (SBAR) conducts initial and recurring training on the SBAR quality system to help ensure the quality program is fully understood and implemented throughout the Company. The purpose of this work instruction (WI) is to:

- Educate SBAR personnel on the essential elements of the SBAR quality system,
- Improve the quality of the products and services SBAR provides to its Customers, and
- Prepare SBAR personnel for both internal and external (i.e., ISO registration) audits.

2.0 SCOPE

This instruction applies to all SBAR personnel and selected subcontractor personnel.

3.0 REFERENCES AND DEFINITIONS

3.1 References

- ISO 9001
- SBAR *Quality Manual* and subordinate ISO 9001 Element Procedures

3.2 Definitions

Functional Area Manager (FAM): A senior supervisory individual who is responsible for the leadership, direction, and overall success of an area of the company, such as procurement, specific contracts, logistics, quality, safety, engineering, financial, etc.

4.0 RESPONSIBILITIES

4.1 SBAR Lead Auditor

The Lead Auditor is responsible for this WI/syllabus and is authorized to revise the *Quality System Training Slides*, after coordination with the Quality Manager. Additionally, the Lead Auditor conducts training, as required.


4.2 SBAR Quality Manager

The Quality Manager also conducts training and assists the various Quality Assurance Offices in administering and conducting this training.

4.3 Quality Assurance Offices/Officers (QAOs)

QAOs are responsible for ensuring this training is accomplished in a professional and timely manner. Additionally, QAOs advise the Lead Auditor and Quality Manager as to the



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content of the *Quality System Training Slides*. Further, QAOs decide which subcontractor personnel are required to receive this training. Finally, QAOs ensure personnel receive additional training on the specific procedures and work instructions that affect their work and processes.

4.4 Instructors

Utilizing the *Quality System Training Slides*, instructors present the training in a professional manner under the direction of the Quality Manager and/or the QAOs. Instructors are trained ISO 9000 auditors and make recommendations to the Quality Manager and Lead Auditor as to the content of the *Quality System Training Slides*, See [CP-00-9018-005A](#).

5.0 REQUIREMENTS/PROCEDURES

5.1 General

5.1.1 Applicability

Applies to all SBAR personnel and selected subcontractors. Subcontractors who receive this training have a direct impact on the quality of the products and services provided by SBAR.

5.1.2 Desired Outcome

Trainees are expected to have general knowledge of the SBAR quality system.

5.1.3 Additional Training

Personnel are also trained on the specific procedures and work instructions that govern their work and processes. The FAM, responsible for the specific work and/or process, ensures affected personnel are trained on the applicable procedure(s)/work instruction(s).

5.1.4 Training Setting

Classroom. Slides may be presented electronically (desk PC), screen projection, and/or paper copy.


5.1.5 Visual Aids

Quality System Training Slides (electronic, screen projection, and/or paper copy), See [CP-00-9018-005A](#).

5.1.6 Frequency

Upon hiring, when the quality system is restructured (e.g., conversion to ISO 9001: 2000), and/or there is a general lack of knowledge concerning SBAR's quality system.



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5.1.7 Records

Document this training IAW SBAR Training Procedure and Control of Quality Records.

5.2 Training Syllabus

5.2.1 Quality System Training Slides


Instructors use the *Quality System Training Slides* to present the training.

5.2.2 Instructor Notes

This training is tailored to the individual(s) receiving the training. For example, an instructor would not spend very much time discussing Purchasing with a HVAC technician. However, the instructor would stress Process Control (e.g., preventive maintenance work instructions) and Inspection, Measuring, and Test Equipment.

For each slide, instructors refer to the “Notes Page” section of PowerPoint. These are instructor notes and explain how each slide is to be presented. The notes are accessed through the “View” section of the PowerPoint toolbar.



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