QUALITY MANAGEMENT SYSTEM

Kenny Waste Management Ltd is committed to ensuring its employees have sufficient skills, understanding, and current quality knowledge to perform their duties.

1. Purpose & Scope

This document provides an example of a training manual and associated records for a quality management system. It demonstrates how the organisation defines competence requirements, maintains job profiles, plans and delivers training, evaluates effectiveness, and retains evidence that employees are qualified to carry out duties affecting product, service, and system quality.

2. Training and Competence Arrangements

The organisation determines the competence needed for each role that can affect quality performance. Competence requirements are established through job profiles, process needs, legal or customer requirements, and internal quality objectives. Employees receive induction training, job-specific instruction, refresher training, and updates when procedures, specifications, equipment, or regulatory requirements change. Training effectiveness is verified through observation, questioning, practical demonstration, review of work output, or supervisor sign-off.

- Job profiles define duties, minimum qualifications, required skills, and quality responsibilities.
- A training matrix identifies required training by role and tracks completion status.
- Individual and group training records provide evidence of attendance and competence.
- Refresher training is scheduled to keep the workforce updated on quality-related issues.
- Managers review competence gaps during onboarding, annual review, process change, incident investigation, and internal audit follow-up.

3. Sample Job Profiles

The following example job profiles show how the organisation links duties and quality responsibilities to competence and training requirements.

3.1 Heads of Departments (Various)

- Director of National Operations and Hazardous Waste
- SHE & Transport Manager
- Site Supervisior
- Workshop Manager
- Head of Commercial Waste
- Commercial Waste Operations Manager
- Head of Commercial Waste Sales
- Senior Logistics Co-Ordinator
- HR Manager
- Finance Controller
- Sales & Supply Chain Manager

Purpose of the Role:
To maintain the quality management system and ensure compliance with internal, customer, and applicable standard requirements. Supervise daily operations, ensure employees are competent, and verify that quality controls are consistently applied.

Key Duties:
- Allocate work
- Authorise training
- Assess competence
- Verify record completion
- Monitor process performance
- Document control
- Internal audits
- Monitor and support corrective actions
- Review training records
- Support Board reviews
- Report on quality performance to the Board

Minimum Competence:
- Leadership capability
- Process knowledge
- Understanding of customer requirements
- Ability to evaluate operator competence
- Knowledge of quality management principles
- Document control
- Non-conformance handling
- Root cause analysis
- Internal auditing

Required Training:
- QMS induction
- Leadership induction
- Process control
- Quality awareness
- Problem solving
- Competence assessment
- Non-conformity reporting
- Internal auditor training
- Corrective action training
- Document control procedure
- Risk and opportunity awareness
- Annual quality refresher

Quality Responsibilities:
- Approve readiness for independent work
- Identify retraining needs
- Ensure only competent personnel perform controlled tasks
- Ensure training records are current
- Escalate competence gaps that may affect conformity

3.2 Service Operators (Various – refer to current version of Organisation Chart for more details)

- Customer Service Department
- Commercial Waste Operations
- Commercial Waste Sales
- Data & Marketing Department
- Finance Department
- Health & Safety Department
- HR Department
- Supply Chain Department
- Regional & National Sales Department
- Social Enterprise Department

Purpose of Role:
Perform service activities in accordance with approved instructions and quality requirements.

Key Duties:

- Follow work instructions
- Complete records accurately
- Identify non-conforming output
- Maintain traceability
- Report issues to the Heads of Departments.

Minimum Competence:

- Ability to follow documented instructions
- Understand acceptance criteria
- Use relevant equipment
- Complete quality records correctly

Required Training:

- Induction
- Job instruction
- Process-specific work instructions
- Non-conformities/ defect awareness
- Service identification and traceability
- Health and safety
- Refresher training after changes

Quality Responsibilities:

- Do not proceed with work when requirements are unclear
- Record inspection or activity results accurately
- Immediately report any non-conformities, defects or deviations

4. Annual Quality Training Programme

The programme below is an example of how the organisation keeps the workforce updated on required knowledge about quality-related issues. Frequency maybe increased when significant changes, audit findings, customer complaints, or process risks are identified.

Topic	Audience	Frequency	Method	Evidence of Effectiveness
Quality policy, objectives, and customer focus	All employees	On induction and annually	Toolbox talk	Attendance record and supervisor questioning
Document control and revision awareness	All users of controlled documents	At induction and when documents change	Workstation briefing	Observed use of current documents
Non-conformity reporting and corrective action	Key process owners	Annually	Toolbox talk	Case study review and completed action records
Inspection, testing, and acceptance criteria	Operators, inspectors, service personnel	Induction, task change, refresher every 12 months	On-the-job training	Practical demonstration and sign-off
Risk awareness and change management	Managers and supervisors	Annually or after major change	Facilitated session	Review of risk updates and change records
Internal audit awareness	Relevant internal auditors and process owners	Annual refresh	Classroom	Audit participation and audit report quality

5. Example Training Matrix

This matrix summarises required quality training by role.

Key:
R = Required
C = Completed
P = Planned
N/A = Not Applicable

	QMS Induction	Document Control	Process/ Work Instruction	Non-Conformances	Audit Awareness	Annual Refresher
Director of National Operations and Hazardous Waste	C	C	C	C	C	C
SHE & Transport Manager	C	C	C	C	C	C
Site Supervisior	C	C	C	C	C	R
Workshop Manager	C	C	C	C	C	R
Head of Commercial Waste	C	C	C	C	C	R
Commercial Waste Operations Manager	R	R	C	C	R	R
Head of Commercial Waste Sales	R	R	C	C	R	R
Senior Logistics Co-Ordinator	C	C	C	C	C	R
HR Manager	C	C	C	C	C	R
Finance Controller	C	C	C	C	C	R
Sales & Supply Chain Manager	C	C	C	C	C	R

6. Example Individual Training Record

The individual training record below is an example to show what training an employee has completed, which document revision was covered, and how competence was confirmed.

All individual training records must include the following:

- Employee Name (*Print Name*) and Signature
- Job Title or Department (*if applicable*)

- Training Subject
- Trainer/ Instructor/ Assessors Name (*Print Name*) and Signature
- Translator Name (*Prine Name*) and Signature (*if applicable*)
- Date of Completion or Issue
- Training / Assessment Method
- Outcome (*i.e. competent/ further training require etc*)
- Compliance Declaration
- Any associated document reference and version number

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Practical Induction Checklist: Trucks

Please tick when demonstrated understanding and ability to a safe standard or N/A if not applicable to the vehicle being driven:

Shown how to operate the PTO	
Shown the correct gears to be in	
Shown how to operate the tachograph unit	
Shown the location and how to operate and test the emergency stop button(s)	
Advised to turn off the difflock when driving	
Shown how to operate the bin lift safely	
Shown how to operate the lifting gear safely	
Keep hands/ limbs clear of the rams when operating the lifting gear	
Shown how to operate the telearms	
Shown how to safely use the tipping hooks (keep fingers clear when closing the hook eye)	
Do not have chains swinging	
Shown how to operate the vehicle legs	
Cheese blocks are not to be removed but can be adjusted (protecting rams)	
Shown the location of the cameras and how to test and use them	
Shown the vehicle ladders when accessing the truck back (maintaining x3 points of contact)	
Shown all cab controls inc. lights	
Shown how to operate the easy sheet (send all the way out then tighten and strap down)	
All loads MUST be sheeted	
All sheeting/ unsheeting must be carried out on ground level (always wear gloves when doing so)	
Do not stand on a load	
Maintain a clean cab, swept off back and check for loose trapped stones between the wheels (daily)	
Maintain a clean Reg plate, mirrors and cameras	
Diesel-up every night (location of fuel tank)	
Always carry out a daily walkaround on commencement of shift – record and report any faults immediately (complete the defect sheet fully) – shown where to put completed sheets	
Define and wear the mandatory PPE for site/ area on exiting the cab	
Provided with net, blocks and brush	
Always check for pedestrians, cyclists and other VRUs before pulling off	
Always maintain x3 points of contact	
Picked up a tester skip	

By signing this I agree that I have understood the training given and will comply with it in my future practice.

Print Name: **Signature:**

Instructor Name: **Instructor Signature:**

Translator Name: **Translator Signature:**

Date of training:

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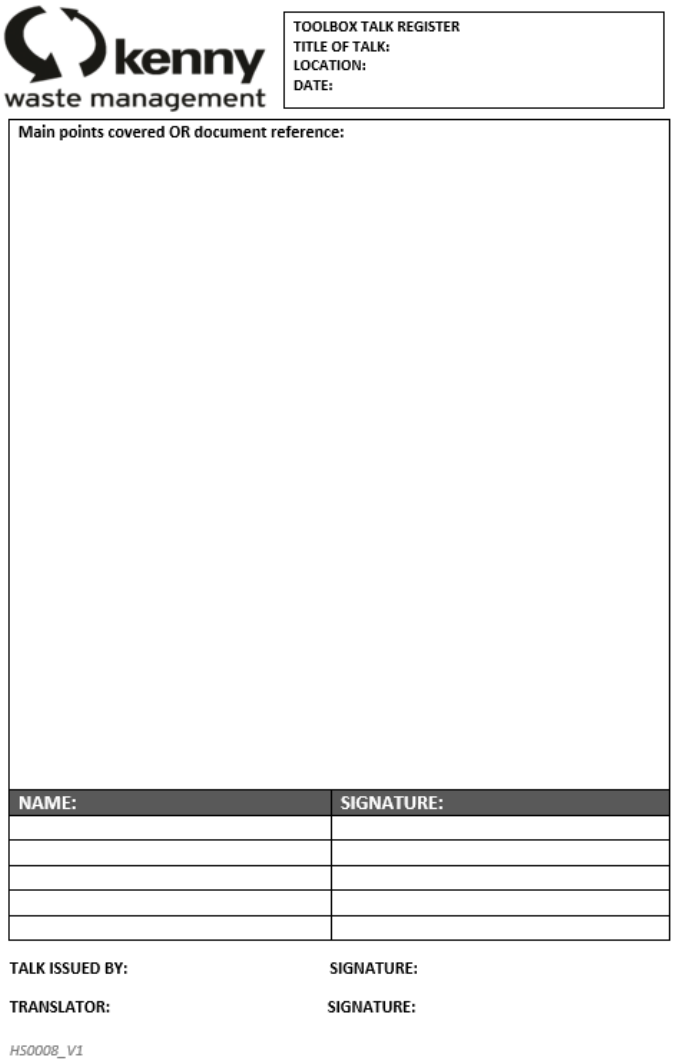
7. Example Group Training Attendance Record

Group attendance records can be used for toolbox talks, refresher training, policy updates and awareness briefings that involve multiple employees.

All group training attendance records must include the following:

- Employee Name (*Print Name*) and Signature
- Trainer/ Instructor Name (*Print Name*) and Signature
- Translator Name (*Prine Name*) and Signature (*if applicable*)
- Date of Completion or Issue
- Training Subject
- Training Method
- Reason for Training (*i.e. Procedural Reminder etc*)
- Compliance Declaration
- Any associated document reference and version number

The group training attendance record below is an example to show what training an employee has completed, which document revision was covered, and how competence was confirmed.



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TOOLBOX TALK REGISTER
TITLE OF TALK:
LOCATION:
DATE:

Main points covered OR document reference:

NAME:	SIGNATURE:

TALK ISSUED BY: SIGNATURE:

TRANSLATOR: SIGNATURE:

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8. Review, Retention and Continuous Improvement

Training records should be reviewed periodically to confirm they remain current, legible, and traceable to the relevant role, process, or document revision. Where gaps are identified, the organisation should define actions such as retraining, closer supervision, revision briefing, or reassessment of competence.

Signed:



Neil Mackey
Managing Director
29th June 2026