



QAD Adaptive Applications

User Guide
QAD EQMS Applications:
Training Management

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Training Management User Guide

Change Summary

The following table summarizes significant differences between this document and previous versions.

Date/Version	Description	Reference	Changed By
SEPT 2019/v2019	Initial version	--	RQT
JAN 2020/v2019	Updated linkage	--	RQT
SEPT 2020/v2020.1	Updated versioning; Updated Certification Performance Measures; Updated Certification Event Frequencies; Updated Training Events	p.117, p.30, p.32, p.81	RQT
APR 2021/v2020.1	Revised language for completing an Employee Certification Event; Updated the state map for Employee Certification Events.	p. 80, p.78	RQT

Chapter 1

Introduction

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Overview

Most standards require that only trained and qualified individuals perform tasks. Other regulations may require specific training such as sexual harassment awareness, legal and proper business practices or even company messaging and branding. Tracking all this on paper is impossible, especially when it comes to assigning work on the plant floor. Without a comprehensive training tracking program, it can be hard to know if employees have been through the right training on processes or safety procedures.

The Training Management application provides comprehensive tracking for training on any topic, and delivers reporting to comply with audit requirements. It provides a central repository for managing all topics related to employee training such as qualification management and employee tracking.

About This Guide

This user guide focuses on:

- Setup required for the Training Management application
- Different forms of organization in the Training Management application
- Security and roles for the Training Management application
- Instructions for the various Training Management tasks

Note: This guide does not provide field descriptions for the Training Management application fields. Field help is provided in the software.

Training Management Application Setup Guide

This section describes the processes of the Training Management application. The list below is arranged by the order in which the processes should be completed, starting with the setup operations and continuing with the main functions.

Setting Up the Training Management Application

Global Choice

Use the Global Choice process to create a set of choices that you can use as result choices to any question in a checklist field. See "Global Choice" on page 16.

Review Frequencies

Use Review Frequencies to create reusable frequencies for items that expire, such as skill re-training or document reviews. See "Review Frequencies" on page 17.

Skill Types

Use Skill Types to organize skills into different categories that share common traits. See "Skill Types" on page 18.

Skill Ratings

Use Skill Ratings to describe up to five different levels of proficiencies for a skill. See "Skill Ratings" on page 23.

Training Event Types

Use Training Event Types to create categories for training events. See "Training Event Types" on page 24.

Employee Event Types

Use Employee Event Types to define various employee events (for example, on-boarding, separation, and performance plans). See "Employee Event Types" on page 27.

Certification Performance Measures

Use Certification Performance Measures to create a general list of practical performance measures that you can use to document an employee's performance as part of a certification event. See "Certification Performance Measures" on page 30.

Certification Event Frequencies

Use Certification Event Frequencies to determine at which point an employee needs to be re-evaluated on certification performance measures relating to their role. See "Certification Event Frequencies" on page 32.

Using The Training Management Application

Employee Titles

Use Employee Titles to define the HR name for a position within your organization. See "Employee Titles" on page 36.

Training Roles

Use Training Roles to define a specific function in the organization, along with the skills and skill ratings required for the person who needs to perform that function. See "Training Roles" on page 39.

Skills

Use Skills to document the different learning activities or abilities within the organization, and to provide a common name for tasks or specific competencies within your organization. You can associate skills with controlled documents in the Document Management module. See "Skills" on page 46.

Employees

Use Employees to identify personnel in the company with responsibilities for performing specific job functions. See "Employees" on page 56.

Employee Skills

Use Employee Skills to view information on the most recent training events or training needs for employee skill combinations. See "Employee Skills" on page 64.

Employee Events

Use Employee Events to document significant events that occur throughout an employee's tenure at the organization such as new employee on-boarding and employee separation. See "Employee Events" on page 67.

Employee Certifications

Use Employee Certifications to document the certification process for a training role during a probationary period and to manage the employee's progress through that probationary period. See "Employee Certifications" on page 70.

Employee Certification Events

Use Employee Certification Events to capture the employee's performance measures for the selected training role at a point in time. Employee certification events are typically used in an employee's initial probationary period for a training role. See "Employee Certification Events" on page 76.

Training Events

Use Training Events to define, provide notification of, and store training plans, as well as to record completed training events. See "Training Events" and "Training Event Logs" on page 81.

Getting Started

Before you can begin using the Training Management application, it is important to understand the basics of how to navigate and use the QMS system. The system is intuitive, but some layouts, features, and best practices require a more thorough understanding. See the [User Interface](#) user guide for additional information about the QMS software.

Chapter 2

Setting Up the Training Management Application

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Introduction

Some preparation is required before training events can be added or training procedures completed.

Training preparation involves setting up the organization of skills and events by type, supplying employee data, and scheduling frequencies for certification events and review. These tasks are performed by several different roles, including the training administrator, training maintenance, training module maintenance, documents champion, training champion, and more.

Global Choice

Use Global Choice records to set up standard responses to test and assessment questions, such as True or False answers. You can create a set of choices for use on any question on a checklist in the system.

Global choices provide a convenient method of reusing a choice list for a training question. This approach is useful for True/False and Pass/Fail type questions, where you define a global list once and then reuse it on many training questions.

Note: Using global choices to set up a list of choices is the only way to reuse choice information for multiple questions.

Global choices are used by Skill Training Questions records linked to a skill or a document that is linked to a skill, where you can either create specific choices for a question or use a global choice. See "Skills" on page 46.]

Fig. 1: Global Choice screen

The screenshot shows the 'Global Choice' screen. At the top, there is a 'Choice Info' section with a 'Choice Name' field containing 'Auditing - Pass/Fail' and a 'Notes' field with the placeholder 'Enter Notes'. Below this is the 'Choice Details' section, which features a '+ ADD NEW RECORD' button and a table. The table has columns for 'Choice', 'Score', 'Acceptance', 'Req. Comment', 'Req. New Item', and 'New Item Process'. There are two rows of data: 'Fail' with a score of 1 and 'Unfavorable' acceptance, and 'Pass' with a score of 2 and 'Favorable' acceptance. Each row has checkboxes for 'Req. Comment' and 'Req. New Item', and a 'DELETE' button.

Choice	Score	Acceptance	Req. Comment	Req. New Item	New Item Process
Fail	1	Unfavorable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="X DELETE"/>
Pass	2	Favorable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="X DELETE"/>


Global Choice States

This section defines each state available in the workflow for the Global Choice process.

There are no states identified.

Global Choice Tasks

Adding a New Global Choice

1. Select Global Choices from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter a choice name.
3. Enter additional information in the Notes field, if necessary.
4. Click the Add New Record button in the Choice Details field to add a new choice to the list.
5. Enter the choice information.

Note: The score value for each choice must be unique.

5. Click the Add New Record button for each choice that you want to add to the list. To remove a choice, highlight the row and click Delete.
6. Click Save to save the new record.

Review Frequencies

Use Review Frequencies to create reusable frequencies for items that expire such as skill re-training or document reviews. For example, you can create a review frequency of Yearly and associate a time period of 365 days with it or you can create a review period called Monthly and associate a time period of 30 days with it.

When a review frequency expires, the system generates inbox action messages for the appropriate personnel who must then determine what the next steps for the item are. For skill re-training, a training coordinator may need to create a training event and train the employees who require training. For a document review, you may need to update the document to make it more relevant or to make the document obsolete, if it is no longer relevant.

Fig. 2: Review Frequencies screen



The screenshot shows the 'General' tab of the Review Frequencies screen. It contains the following fields:

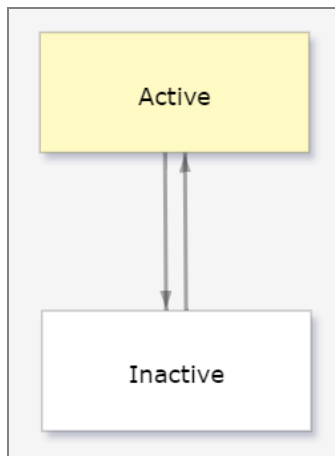
- Review Frequency Code:** A text input field containing 'QTLY'.
- Review Frequency:** A text input field containing 'Quarterly'.
- Review Frequency Days:** A dropdown menu showing '90'.
- Display Expression:** A text input field containing 'QTLY - Quarterly'.

Review Frequencies States

This section defines each state available in the workflow for the Review Frequencies process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A review frequency that is actively used.

Inactive. A review frequency that is no longer in use.



Review Frequencies Tasks

Adding a New Review Frequency

1. Select Review Frequencies from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter the name of the frequency (for example, Yearly).
3. Enter the number of days that apply for the review frequency.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the review frequency cannot be used for new records.

Skill Types

Use Skill Types to organize skills into different categories that share common traits. Examples of skill types include auditing, general quality, and plant safety. Typically, you use skill types to organize skills by department, such as sales, manufacturing, or quality. You can also use skill types to organize skills by function; for example, front office, quality management system, or hazard and safety. Another use of skill types is to set up training role logic and to evaluate skill ratings based on testing.

Skill Type records are also used to define possible skill ratings for skills of a particular skill type. In the Automated Rating Setup tab of the Skill Types process, you can define up to five score percentage levels and associate each level with a skill rating. The system uses the automated rating criteria to determine employees' new skill ratings from the test results of their

training events. Using skill types, you can define the default training role for a newly created skill, which will automatically add any new skills of the skill type to any default training roles.

Skill types are used in the following processes of the Training Management and Document Control applications:

- By Skill records, to organize a category of skills into a single group. See "Skills" on page 46.
- By Training Event records, to determine an employee's rating based on test scores. See "Training Events" on page 81.
- By Training Role records, to default the skills needed for a new training role. See "Training Roles" on page 39.
- By Document Type records, to default new skills based on a document. See the [Document Control](#) user guide.

Fig. 3: Skill Types screen, General tab

The screenshot displays the 'Skill Types' configuration screen in the 'General' tab. At the top, there are two input fields: 'Skill Type Code' containing 'MANF' and 'Skill Type' containing 'Manufacturing'. Below these are four tabs: 'General' (selected), 'Automated Rating Setup', 'Skills', and 'Documents'. The main content area is titled 'Default Training Roles' and contains a table with the following data:

<input type="checkbox"/>	Training Role	Default Required Rating
<input type="checkbox"/>	TM - Training Manager	Very Good - Highly proficient at skill, able to train others
<input type="checkbox"/>	LS-OP - Assembly Operator	Good - Able to complete skill all of the time
<input type="checkbox"/>	LS-SQE - Supplier Quality Engineer	Fair - Able to complete skill most of the time

At the bottom of the screen, there is a 'Display Expression' field containing the text 'MANF - Manufacturing'.

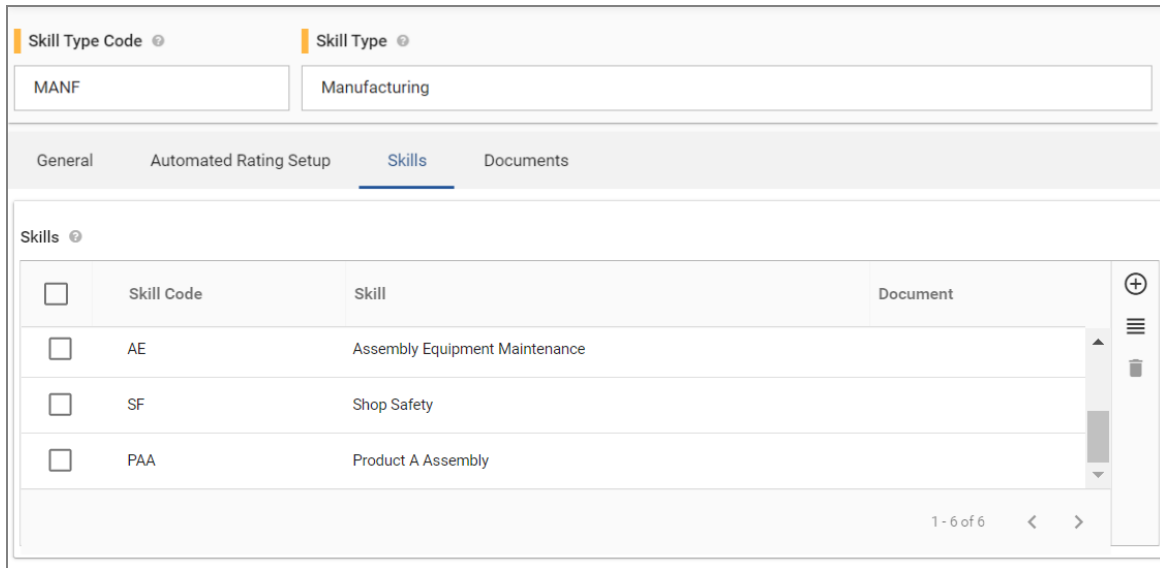
The General tab is used to define the basic details of a skill type. You can also add default training roles, which are automatically linked to any skill that uses this skill type. Then, when the training roles are assigned to an employee, that employee automatically receives the new skill.

Fig. 4: Skill Types screen, Automated Rating Setup tab

Skill Type Code ⓘ		Skill Type ⓘ	
MANF		Manufacturing	
General Automated Rating Setup Skills Documents			
The following setup information is used for skills of this type that have skill training questions. Upon a participant answering those questions their score percentage will be evaluated against the following criteria to determine their new skill rating.			
Score Percentage Five (>=) ⓘ	90	New Rating Five ⓘ	Very Good - Highly proficient at skill, able to train others
Score Percentage Four (>=) ⓘ	80	New Rating Four ⓘ	Good - Able to complete skill all of the time
Score Percentage Three (>=) ⓘ	70	New Rating Three ⓘ	Fair - Able to complete skill most of the time
Score Percentage Two (>=) ⓘ	60	New Rating Two ⓘ	Poor - Minimal knowledge of skill
Score Percentage One (<) ⓘ	60	New Rating One ⓘ	Very Poor - Unable to accomplish skill

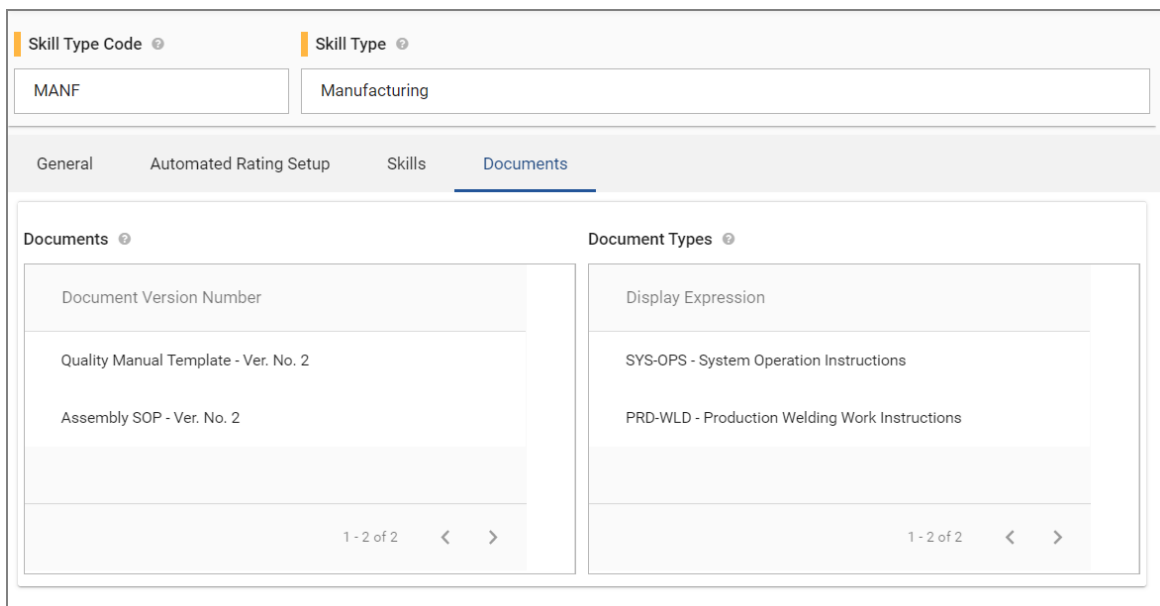
Use the Automated Rating Setup tab to assign score definitions and percentages for skills of the selected type that have skill training questions. Note that the Score Percentage One (<) field is different from the other percentage fields, in that it references scores below a threshold instead of greater than or equal to a threshold.

Fig. 5: Skill Types screen, Skills tab



The Skills tab displays which skills are related to the selected skill type. This tab can be populated manually by clicking the Add New Item (+) button and completing information in the new screen. See "Adding a New Skill" on page 51 for more information.

Fig. 6: Skill Types screen, Documents tab



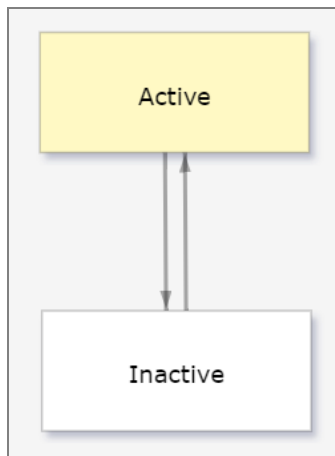
The Documents tab provides a list of documents and document types that are associated with this skill type. These fields are populated within the relevant Document and Document Type records.

Skill Types States

This section defines each state available in the workflow for the Skill Types process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A skill type that is actively used.

Inactive. A skill type that is no longer in use.



Skill Types Tasks

Adding a New Skill Type

1. Select Skill Types from the left navigation panel. Then, click the Add New  button in the toolbar.
2. Enter values for the skill type code and name. Note that the Display Expression field combines the two values; this is how users will look up this skill type.
3. Navigate to the Automated Rating Setup tab.
4. Assign a skill rating to each of the five score percentages. Ensure that Score Percentage One is the lowest skill rating and Score Percentage Five is the highest skill rating.
5. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the skill type cannot be used for new records.

Create a Default Training Role for a Skill Type

If you associate a default training role with a skill type, the system automatically adds any skills associated with the skill type to the training role.


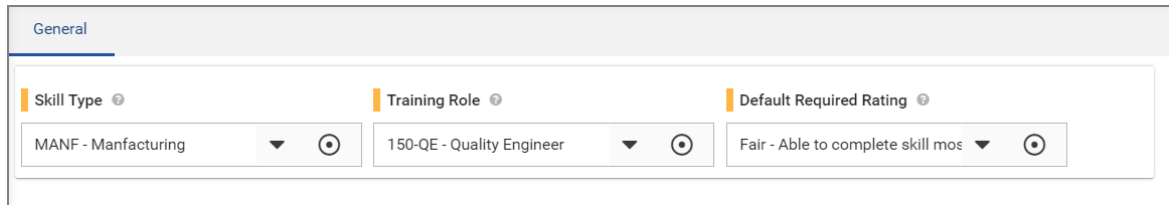
1. In the Skill Type detail screen, navigate to the General tab.
2. In the Default Training Roles cross-reference field, click the Add New Item  button. A new screen opens.

Fig. 7: Skill Types Training Roles screen



The screenshot shows a web interface titled "General" with three dropdown menus. The first menu is labeled "Skill Type" and has "MANF - Manufacturing" selected. The second menu is labeled "Training Role" and has "150-QE - Quality Engineer" selected. The third menu is labeled "Default Required Rating" and has "Fair - Able to complete skill mos" selected. Each menu has a downward arrow and a circular refresh icon.

3. Select the appropriate training role.
4. In the Default Required Rating field, choose the default rating required by employees with this skill.
5. Save your changes.
6. In the main detail screen, click Save to save the record.

Skill Ratings

Skill Rating records describe the different levels of proficiencies for a skill, and provide a uniform method of evaluating an employee's ability to perform that skill. For example, if an employee has a skill rating of 4 (Good), this rating generally indicates the employee is proficient enough to perform that skill in the employee's current role.

Note: Skill types are limited up to five skill ratings.

Typically, you should limit the number of skill ratings to a four-or five-point scale, which is generally sufficient to define the different levels of skill proficiency in an organization. A five-point scale could be represented by the following ratings:

- **5: Very Good.** The employee is highly proficient at the skill and is able to train others.
- **4: Good.** The employee is able to perform the skill all of the time.
- **3: Fair.** The employee is able to perform the skill most of the time.
- **2: Poor.** The employee demonstrates minimal knowledge of the skill.
- **1: Very Poor.** The employee is unable to perform the skill.

Skill Ratings are used in the following processes of the Training Management application:

- Skill Type records, where you define which of the skill ratings apply to skills of that skill type. See "Skill Types" on page 18.
- Training Role records, where skill ratings define the required rating for a skill and training role combination. See "Training Roles" on page 39.
- Employee Skill records, where skill ratings define the employee's current rating for a skill. See "Employee Skills" on page 64.
- Training Event Log records, where skill ratings define an employee's new rating for a skill after the employee has completed training. See "Training Events" and "Training Event Logs" on page 81.

Fig. 8: Skill Ratings screen

The screenshot shows the 'General' tab of the Skill Ratings screen. It contains the following fields:

- Skill Rating Code:** A text input field containing the value 'Good'.
- Skill Rating:** A text input field containing the value 'Able to complete skill all of the time'.
- Skill Rating Value:** A dropdown menu showing the value '4'.
- Display Expression:** A text input field containing the value 'Good - Able to complete skill all of the time'.


Skill Ratings States

This section defines each state available in the workflow for the Skill Ratings process.

There are no states identified.

Skill Ratings Tasks

Adding a New Skill Rating

1. Select Skill Ratings from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the skill rating code and name. Note that the Display Expression field combines the two values; this is how users will look up this skill rating.
3. Select a numeric skill rating value. Higher numbers indicate a greater level of proficiency.
4. Click Save to save the new record. When selecting the next state, click Active.
5. Repeat steps 1-4 until you have at least five skill ratings. Ensure that each skill rating is different; you will use the skill ratings later on when creating skill types.

Training Event Types

Training Event Type records allow you to create categories for organizing training events. You can also use training event types to indicate whether approval is required at the training event level, training log (attendee) level, or both, as well as to set up approval logic for training events.

Training event types are used in the following processes:

- By Training Event records to indicate the type of event. See "Training Events" on page 81.
- By Document Type records to define the default event type that applies when a document change triggers a training need. See the [Document Control](#) user guide.

Fig. 9: Training Event Type screen, Approval Setup tab

Training Event Type Co... Training Event Type

GEN General Training Event

Approval Setup Documents

Requires Training Event Approval Requires Training Event Log Approval Default Approval Days 7

Training Event Type Approvers

<input type="checkbox"/>	First Name	Last Name	Title	
<input type="checkbox"/>	Cori	Dean	QM - Quality Manager	
<input type="checkbox"/>	Brita	Karin	CS - Complaint Specialist	

1 - 2 of 2 < >

Display Expression

GEN - General Training Event

The Approval Setup tab allows you to determine whether a training event or its logs require approval, the users in charge of approving for the selected training event type, and so on.

Selecting the "Requires Training Event Approval" check box makes the Training Event Type Approvers field appear. This field links to a list of active employees with an account; users selected here are required to approve the training event.

Selecting the "Requires Training Event Log Approval" check box requires each of the employees to sign off on their individual training event logs. Generally, this requirement is used when you want employees to acknowledge that they feel trained, or if you want to present them with questions to test them on the effectiveness of the training and have their score determine their rating.

Fig. 10: Training Event Type screen, Documents tab

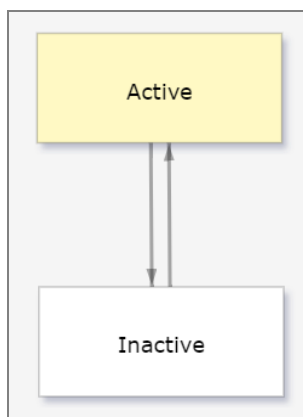
The Documents tab shows document types linked to the training event type. This field is display only, and is populated from the Document Type process.

Training Event Type States

This section defines each state available in the workflow for the Training Event Type process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A training event type that is actively used.

Inactive. A training event type that is no longer in use.



Training Event Type Tasks

Adding a New Training Event Type

1. Select Training Event Types from the left navigation panel. Then, click the Add Item  button in the toolbar.

2. Enter values for the training event type code and name. Note that the Display Expression field combines the two values; this is how users will look up this training event type.
3. Choose an approval option for the training event type.
 - If a training event must be approved upon completion, select the "Requires Training Event Approval" check box.
 - If the employees trained must sign off to verify that they attended the training event or to take an effectiveness test, select the "Requires Training Event Log Approval" check box.
4. Select a default number of days that a person will have to approve events of this type.
5. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the training event type cannot be used for new records.

Adding an Approver to a Training Event Type


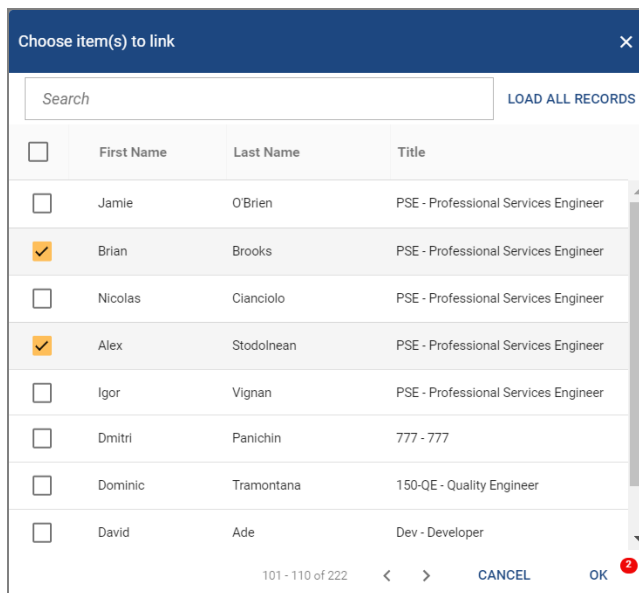
1. In the Training Event Types search screen, double-click the record that you want to edit.
2. Click the Link  button in the Training Event Approvers field.
3. Select the approvers that you want to link and click OK.
4. Click Save to save the record.

Fig. 11: Choose Items to Link Dialog, Approvers List



<input type="checkbox"/>	First Name	Last Name	Title
<input type="checkbox"/>	Jamie	O'Brien	PSE - Professional Services Engineer
<input checked="" type="checkbox"/>	Brian	Brooks	PSE - Professional Services Engineer
<input type="checkbox"/>	Nicolas	Cianciolo	PSE - Professional Services Engineer
<input checked="" type="checkbox"/>	Alex	Stodolnean	PSE - Professional Services Engineer
<input type="checkbox"/>	Igor	Vignan	PSE - Professional Services Engineer
<input type="checkbox"/>	Dmitri	Panichin	777 - 777
<input type="checkbox"/>	Dominic	Tramontana	150-QE - Quality Engineer
<input type="checkbox"/>	David	Ade	Dev - Developer

Employee Event Types

Employee event types define various employee events, such as on boarding, separation disciplinary action, or performance plans.

Employee event types are used in employee event records to identify the type of event. The employee event type then provides a checklist for the event. See "Employee Events" on page 67.

Fig. 12: Employee Event Types screen, General tab

The screenshot shows the 'General' tab of the 'Event Type Checklist' screen. It features two input fields: 'Employee Event Type C...' with the value 'ES' and 'Employee Event Type' with the value 'Employee Separation'. Below these is a 'Display Expression' field containing 'ES - Employee Separation'.

The General tab is used to define the basic details of an employee event type.

Fig. 13: Employee Event Types screen, Event Type Checklist tab

The screenshot shows the 'Event Type Checklist' tab. It displays a table titled 'Checklist Questions' with the following data:

Checklist Question Number	Checklist Question	Role Resp
1	What part of your job was most satisfying? What part did you like least?	SUP - Sup
2	Please evaluate your department on the friendliness and cooperation of fellow employees.	SUP - Sup
3	What could have been changed if anything, that would have made you stay with the company?	SUP - Sup

The table includes a 'Role Resp' column and a '1 - 4 of 4' indicator at the bottom right.

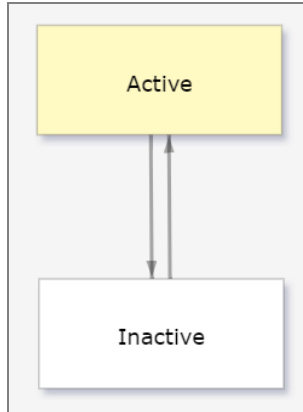
The Event Type Checklist tab allows you to create and list the default checklist questions for employee events. There is no grading convention for these questions.

Employee Event Types States

This section defines each state available in the workflow for the Employee Event Types process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). An employee event type that is actively used.

Inactive. An employee event type that is no longer in use.



Employee Event Types Tasks

Adding a New Employee Event Type

1. Select Employee Event Types from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the employee event type code and name. Note that the Display Expression field combines the two values; this is how users will look up this employee event type.
3. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the employee event type cannot be used for new records.

Defining Checklist Questions for Employee Event Types


1. In the Employee Event Types screen, navigate to the Event Type Checklist tab.
2. Click the Add New Item  button in the Checklist Questions field. A new screen appears.

Fig. 14: Employee Event Type Checklist Questions

3. In the new Employee Event Checklist Questions screen, enter a question number. You can enter a number or a letter.
4. Enter the sequence for the question, relative to the other questions in the checklist.
5. Specify the role responsible for completing this checklist item for employee events of this type.
6. Enter the checklist question text.
7. Click Save to save the record. When selecting the next state, click Active.
8. Back in the main process screen, click Save to save the record or repeat Steps 2-7 for additional questions. When selecting the next state, click Active.

Certification Performance Measures

Within a Training Role record, you identify the required training skills and certifications. If a certification is required, you can establish a set of Certification Performance Measure records to ensure that each employee is assessed against the same criteria for a given training role. See "Training Roles" on page 39.

Certification performance measures allow you to document a general list of performance measures that may potentially be used to document an employee's performance as part of a certification event. This list includes the performance measure's name and description. At the training role level, you set the target values that employees must achieve to pass the certification event.

Examples of certification performance measures include:

- Units assembled per hour.
- Quality percentage for the units assembled.
- Number of steps completed in the correct order.

Certification performance measures are used in the following processes:

- By Training Role records to set the target value for the performance measure. See "Training Roles" on page 39.
- By Employee Certification Event records to document the score that the employee achieved in the certification event. See "Employee Certification Events" on page 76.

Fig. 15: Certification Performance Measures screen

The screenshot shows a web form titled "General" for configuring a Certification Performance Measure. It contains the following fields:

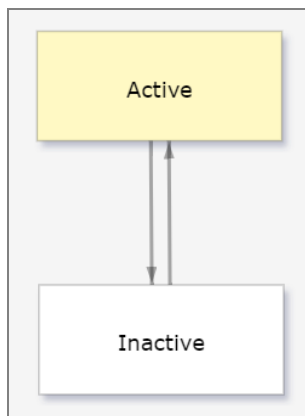
- Performance Measure Code**: A text input field containing the value "QUAL".
- Performance Measure**: A text input field containing the value "Quality".
- Description**: A text area containing the text "The percentage of quality units produced in an hour."
- Display Expression**: A text input field containing the value "QUAL - Quality".

Certification Performance Measures States

This section defines each state available in the workflow for the Certification Performance Measures process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A certification performance measure that is actively used.

Inactive. A certification performance measure that is no longer in use.



Certification Performance Measures Tasks

Adding a New Certification Performance Measure

1. Select Certification Performance Measures from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the performance measure code and name. Note that the Display Expression field combines the two values; this is how users will look up this performance measure.

3. Enter a description.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the performance measure cannot be used for new records.

5. Repeat the steps for each desired performance measure.

Certification Event Frequencies

Use Certification Event Frequency records to define the time frames in which certification events must occur. If an employee needs to periodically evaluate their role's performance measures, associate certification event frequencies with the certification events and define those periods of evaluation.

Examples of certification event frequencies include:

- First event takes place after 30 days
- Second event takes place at 60 days
- Third event takes place at 90 days

Certification event frequencies are used in the following processes:

- By Training Roles records to set the default interval for scheduled certification events. See "Training Roles" on page 39.
- By Employee Certification Event records to set the default interval for the event. See "Employee Certification Events" on page 76.

Fig. 16: Certification Event Frequencies screen

The screenshot shows a web form titled "General" for "Certification Event Frequencies". It contains the following fields:

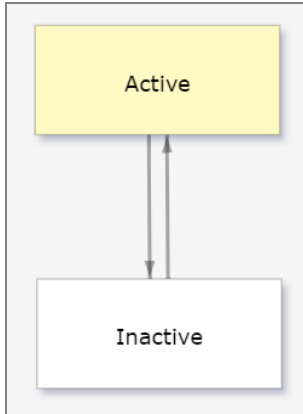
- Frequency Code:** A text input field containing the value "60".
- Frequency:** A text input field containing the value "60 Days".
- Number of Days:** A dropdown menu currently showing "60".
- Display Expression:** A text input field containing the value "60 - 60 Days".

Certification Event Frequencies States

This section defines each state available in the workflow for the Certification Event Frequencies process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A certification event frequency that is actively used.

Inactive. A certification event frequency that is no longer in use.



Certification Event Frequencies Tasks

Adding a New Certification Event Frequency

1. Select Certification Event Frequencies from the left navigation panel. Then, click the Add New  button in the toolbar.
2. Enter values for the event frequency code and name. Note that the Display Expression field combines the two values; this is how users will look up this event frequency.
3. Select the number of days for the frequency.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the event frequency cannot be used for new records.

Chapter 3

Using the Training Management Application

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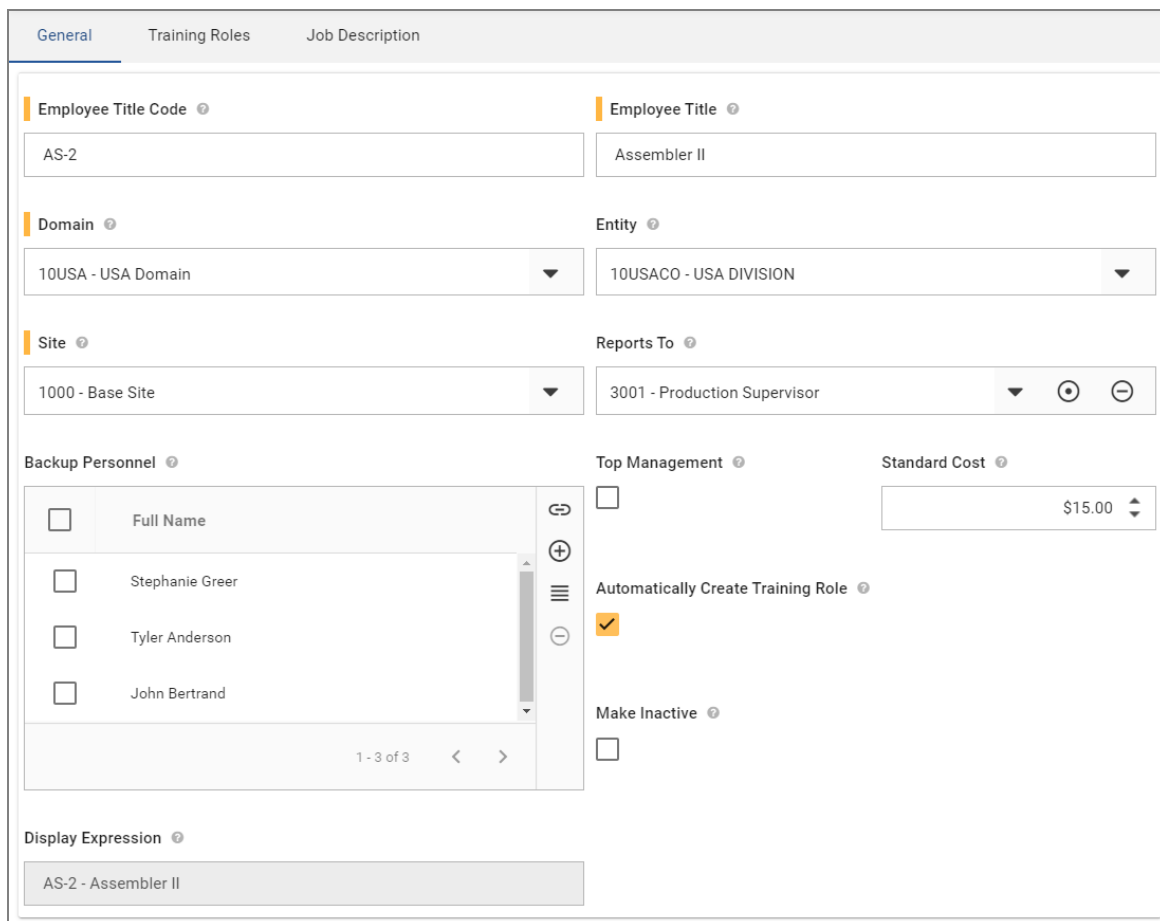
Employee Titles

Use Employee Title records to define the HR name for a position within your organization. Employee titles generally correlate with positions or titles that display on employee business cards. Employee titles identify the job description of an employee and the training roles associated with the title. During hiring periods, you can easily refer to the Employee Title record for a position to see the related job description.

When you assign an employee title to a new Employee record, the training roles and respective skills from the employee title default to the Employee record. Each skill assigned to the employee defaults to the lowest skill rating, which consequently creates the need for employee training. Each employee can only be assigned a single employee title.

In Employee Title records, you can also define additional information such as job responsibilities and educational and training requirements. This facility allows you to create a full definition for an employee title for use in employee performance reviews and hiring activities. You can also list backup employees for a position, which is a useful resource if the employee is unexpectedly absent.

Fig. 17: Employee Titles screen, General tab



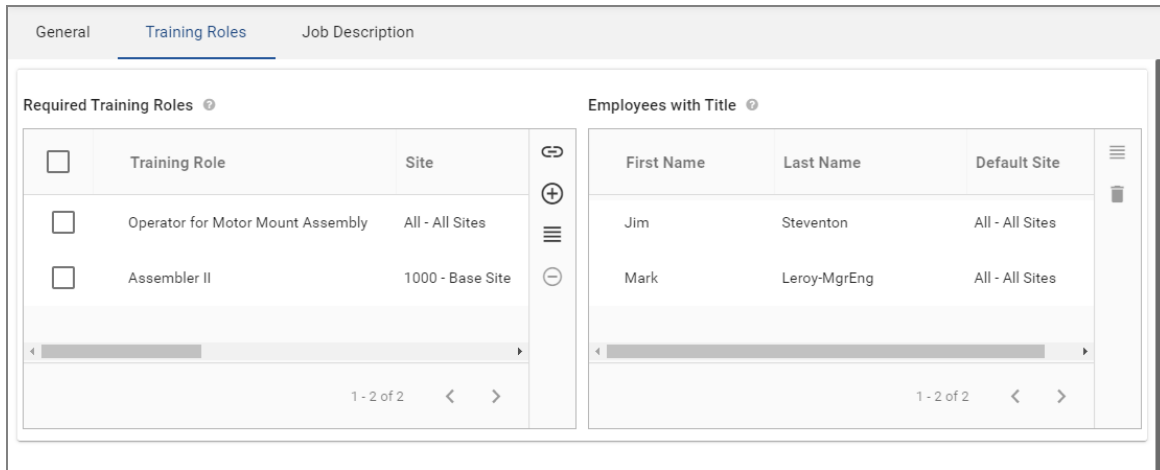
The screenshot displays the 'General' tab of the Employee Titles screen. It features several input fields and sections:

- Employee Title Code:** AS-2
- Employee Title:** Assembler II
- Domain:** 10USA - USA Domain
- Entity:** 10USACO - USA DIVISION
- Site:** 1000 - Base Site
- Reports To:** 3001 - Production Supervisor
- Backup Personnel:** A list with checkboxes for Stephanie Greer, Tyler Anderson, and John Bertrand.
- Top Management:** A checkbox that is currently unchecked.
- Standard Cost:** \$15.00
- Automatically Create Training Role:** A checked checkbox.
- Make Inactive:** A checkbox that is currently unchecked.
- Display Expression:** AS-2 - Assembler II

The General tab is used to define the basic details of an employee title. The more training roles that are linked to the employee title record, the more employees available for the Backup Personnel field.

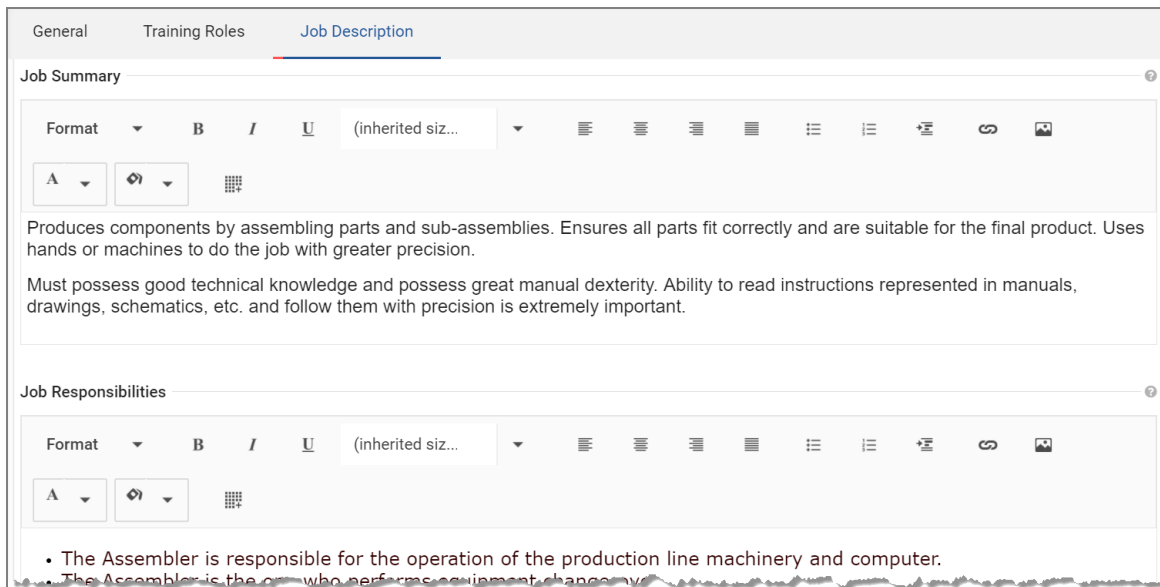
The "Automatically Create Training Role" check box disappears once it is used and saved. The resulting training role then appears in the Required Training Roles in the next tab.

Fig. 18: Employee Titles screen, Training Roles tab



The Training Roles tab lists the training roles that are required for the selected title. Once the record is saved with a new required training role, the new role must be trained with all associated skills.

Fig. 19: Employee Titles screen, Job Description tab



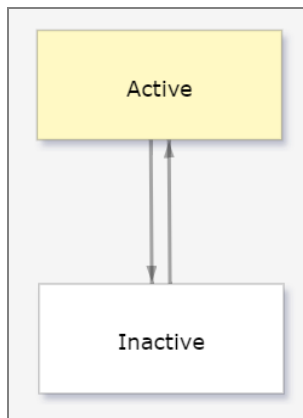
Use the Job Description tab to describe the job's summary, responsibilities, and educational or training requirements. This tab utilizes rich text fields, which means you can format the text in several ways, such as insert pictures and hyperlinks or adjust fonts and colors.

Employee Titles States

This section defines each state available in the workflow for the Employee Titles process. See "State Change Security" on page 114 to learn more about how these states transition.



Active (Default). An employee title that is actively used.

Inactive. An employee title that is no longer in use.



Employee Title Tasks

Adding a New Employee Title

1. Select Employee Title from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the employee title code and name. Note that the Display Expression field combines the two values; this is how users will look up this employee title.
3. In the Reports To field, identify the person to whom employees with this title report. This step helps create an organization hierarchy within employee titles.
4. Select the "Automatically Create New Training Role" check box if a training role does not already exist for this employee title.
5. Select the "Top Management" check box if this employee title is considered top management within the organization.
6. Click the Link  button in the Backup Personnel field. A new window opens.
7. Select the check mark beside any users who can fill this title, then click OK.
8. Navigate to the Job Description tab. Enter a job summary, the job responsibilities, and any educational or training requirements.
9. Click Save to save the new record.

Linking Training Roles to an Employee Title

1. In the Employee Titles detail screen, navigate to the Training Roles tab.

Note: A specific employee title can require multiple training roles, which is generally the case if your company uses generic training roles, such as those related to safety and quality, across the organization.


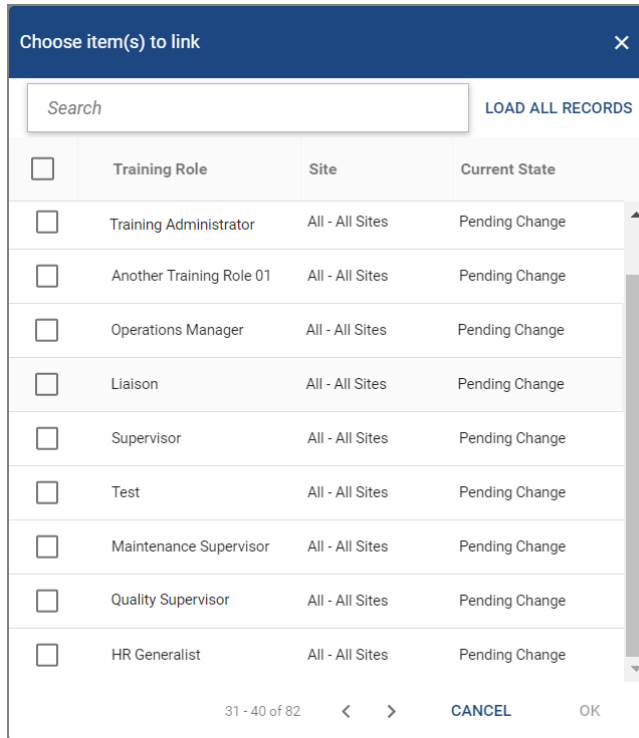
2. To add an existing training role to the employee title, click the Link  button in the Required Training Roles field. A new window opens.
3. Select the check boxes for any training roles that you want to link to the employee title. You can select multiple roles at a time.

Fig. 20: Choose Items to Link Dialog



4. Click OK, then click Save to save the record.

Training Roles

Use Training Role records to define a specific role in the organization, along with the skills required for the role.

Training roles are logical groupings of training and certification requirements, and allow you to separate requirements from business roles, which are referred to as employee titles in the system.

Each employee title or position can have one or more required training roles, and each training role can belong to one or more employee titles. If you give a training role the same name as an employee title, the training role is used to manage requirements specific to the employee title. However, many organizations use training roles to manage requirements across many employee titles.

An example of a role that goes across many employee titles is a Plant Safety training role. Every person at an organization requires the skills associated with this role. Instead of adding each

skill to every training role, you can create a generic training role and manage the skills as a group. You then assign the training role to every employee title that needs the same skills.

Note: When you create a new skill, the system automatically adds the new skill to a training role based on the skill type associated with the skill. See "Skill Types" on page 18.

Another generic training role example is that of Production Quality. You can assign a role of this type to the employee titles of all employees involved in the manufacture of products.

You can also use training roles to set up an employee training program for a specific job function, to set up an on-boarding process, and to set up ad hoc training. Group multiple skills and assign them to a training role, which then makes up the curriculum for the employee training.

Training Roles are used in the following processes of the Training Management application:

- By Employee Title records to determine the training that employees with that title require. See "Employee Titles" on page 36.
- By Employee records to determine the training that the employee requires. See "Employees" on page 56.

Fig. 21: Training Roles screen, General tab

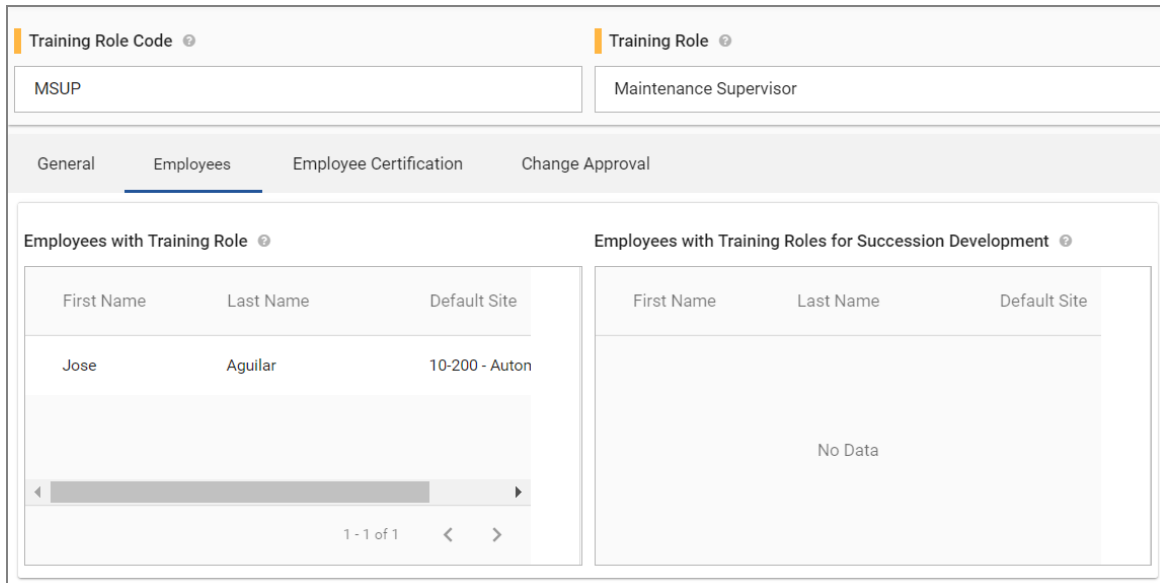
The screenshot displays the 'General' tab of the Training Roles screen. At the top, there are two input fields: 'Training Role Code' containing 'MSUPV' and 'Training Role' containing 'Maintenance Supervisor'. Below these are three tabs: 'General' (selected), 'Employees', and 'Employee Certification'. The 'Description' field contains the text: 'Inspects facilities periodically to determine problems and necessary maintenance', 'Prepares weekly maintenance schedules and allocates work', and 'Recruits, supervises, and trains maintenance technicians'. Below the description are two dropdown menus: 'Domain' set to '100 - USA' and 'Entity' set to '100 - USA'. Further down are 'Site' set to 'HQ - Farmington Hills' and 'Display Expression' set to 'MSUPV - Maintenance Supervisor'. At the bottom, there is a table titled 'Required Skills' with three rows of skills and their required ratings.

<input type="checkbox"/>	Skill	Required Rating
<input type="checkbox"/>	HiLo - Hi Lo Driving	Good - Able to complete skill all of the time
<input type="checkbox"/>	SF - Shop Safety	Very Good - Highly proficient at skill, able to train others
<input type="checkbox"/>	QA4-AS - Automation Scripting	Very Good - Highly proficient at skill, able to train others

At the bottom right of the table, there is a pagination indicator '1 - 3 of 3' and navigation arrows.

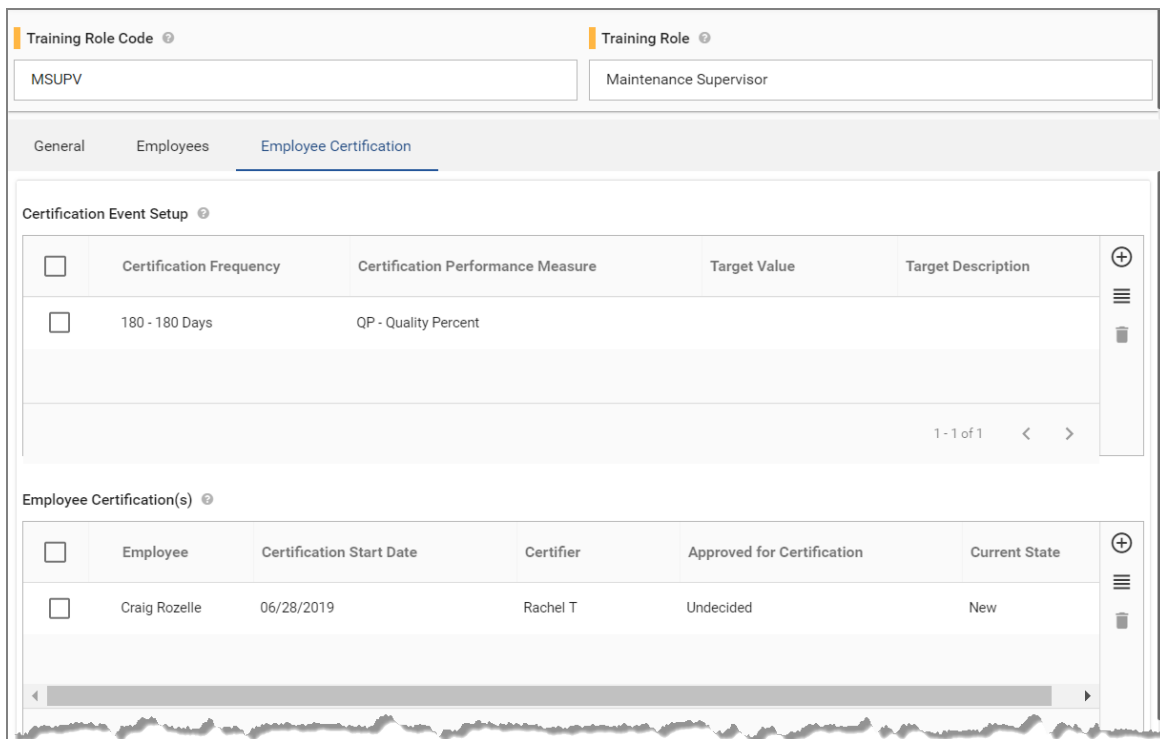
The General tab is used to define the basic details of a training role.

Fig. 22: Training Roles screen, Employees tab



The Employees tab supplies a list of employees with the selected training role, as well as employees who have the training role as part of succession development. These fields are display only, and are populated from the Employees process.

Fig. 23: Training Roles screen, Employee Certification tab



Use the Employee Certification tab to set up the employee certifications and certification event setup. See "Employee Certifications" on page 70 to learn more information.

Fig. 24: Training Roles screen, Change Approval tab

Training Role Code: MSUP

Training Role: Maintenance Supervisor

General Employees Employee Certification **Change Approval**

Change Initiator: Rachel T

Skill(s) to Add to Training Role

Skill
SF 002 - Lift Operator
0000004 - Sexual Harassment Policy

1 - 1 of 1

Skill(s) to Remove from Training Role

No Data

Approve Skills Change

Current Level: 1 Overall Status: Approved

Level	Approver	Comments	System Notes	Timestamp	Approval Status	Sign Off

Use the Change Approval tab to initiate and document changes to the selected training role. The training role record must be in the Pending Change state in order to add or remove skills.

Training Role States

This section defines each state available in the workflow for the Training Role process. See "State Change Security" on page 114 to learn more about how these states transition.

Initial Setup (Default). A training role that is in the process of initial configuration.

Active. A training role that is actively used.

Pending Change. A training role that is awaiting approval for a pending change to its state.

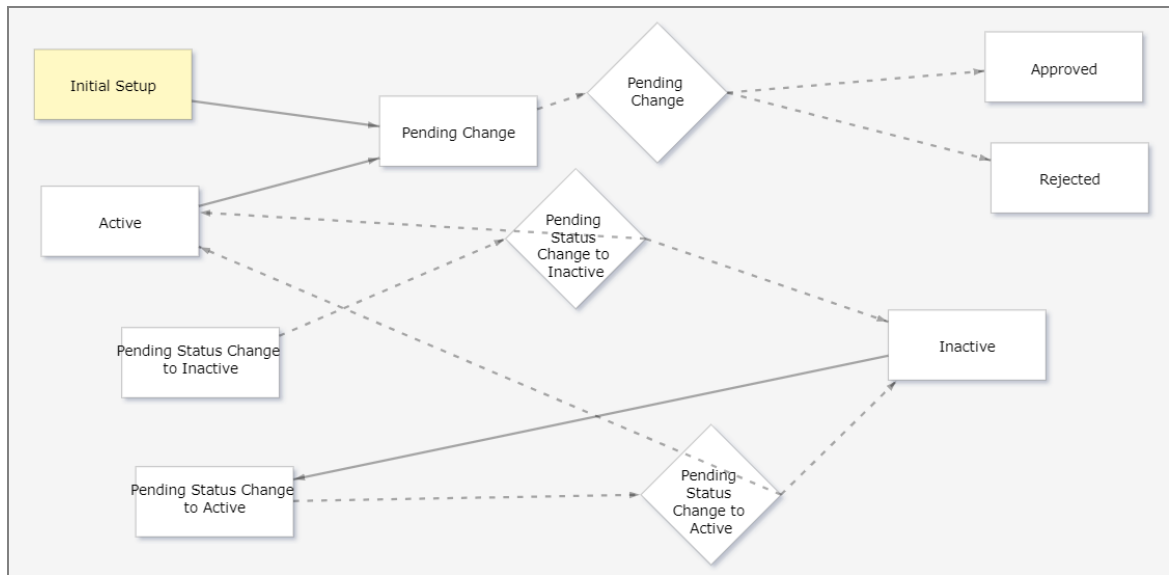
Pending Status Change to Active. A training role that is awaiting approval for a pending change to the Active state.

Pending Status Change to Inactive. A training role that is awaiting approval for a pending change to the Inactive state.

Approved. A training role that has been approved.


Rejected. A training role approval has been rejected.

Inactive. A training role that is not currently active.



Training Roles Tasks

Adding a New Training Role

1. There are two ways to add a new training role:
 - a. When creating a new Employee Title record, select the "Automatically Create Training Role" check box. Once the record is saved, the training role is created and can be opened from the Training Roles tab. See "Employee Titles" on page 36 for more information.
 - b. Select Training Roles from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the training role code and name . Note that the Display Expression field combines the two values; this is how users will look up this training role.

Note: If the training role was created from an employee title record, these fields are already populated.

3. Enter a description of the training role.
4. Click Save to save the new record. When selecting the next state, click Initial Setup.

Adding Skills to a Training Role


1. In the Training Roles detail screen, navigate to the General tab.
2. Click the Add New Item  button in the Required Skills field to add required skills to the training role. A new screen opens.

Fig. 25: Required Skills

The screenshot shows a configuration interface for Required Skills. It features three dropdown menus: 'Training Role' (MSUP - Maintenance Sup), 'Skill' (SF - Shop Safety), and 'Required Rating' (Good - Able to complete). Each dropdown has a search icon and navigation arrows.

3. In the Skill drop-down list, select the appropriate skill.
4. In the Required Rating field, specify the rating that an employee needs to attain for the training role.

Note: The system compares the required rating for the training role/skill combination to the skill rating of employees who have this training role. If an employee's current rating for the skill is less than the skill rating associated with the employee's training role, the system automatically indicates that the employee needs training.

5. Click Save to save the skill.
6. Back in the main process screen, click Save to save the record. When selecting a state, click Initial Setup.

Adding Certification Events to a Training Role


1. In the Training Roles detail screen, navigate to the Employee Certification tab.
2. To add a new certification event, click the Add New Item  button in the Certification Event Setup field. A new screen opens.

Fig. 26: Training Role Certification Event

The screenshot shows the 'Performance Measures Setup' screen for a Training Role Certification Event. It includes two dropdown menus: 'Training Role' (All - Assembler II) and 'Certification Frequency' (30 - 30 Days). Below these is a 'Display Expression' field containing the text 'Assembler II / 30 Days'.

3. Select a certification frequency. Note that the Display Expression field combines the values from the Training Role and Certification Frequency fields, which is how users will look up this training role certification event.
4. Click Save.
5. To add performance measures for the certification event, return to the certification event screen, navigate to the Performance Measures Setup tab, and click the Add New Item button in the Target Performance Measures field. A new screen opens.

Fig. 27: Training Role Certification Performance Measures

The screenshot shows a configuration form for training role certification performance measures. The form is titled "General" and contains the following fields:

- Training Role Scheduled Certification Event:** A dropdown menu with "Assembler II / 30 Days" selected.
- Certification Performance Measure:** A dropdown menu with "QP - Quality Percent" selected.
- Target Value:** A numeric input field with "80.0" entered.
- Target Description:** A text input field with "80% with no defects" entered.
- Training Role:** A dropdown menu with "All - Assembler II" selected.
- Certification Frequency:** A dropdown menu with "30 - 30 Days" selected.

6. In the Certification Performance Measure field, select a performance measure.
7. Enter a target value for the performance measure, or enter a target description if the target value cannot be described with a numerical value.
8. Click Save.
9. Back in the main process screen, click Save to save the record. When selecting a state, click Pending Change.

Note: Once the state moves to Pending Change, no fields can be changed until the pending change is approved or rejected.

Approving Changes to a Training Role

1. The people responsible for approving a training role (members of the Training Administrator security role) are automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the role for approval).
2. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.
3. Upon opening the inbox, click the approval item under the Training Management group to show the action icons. Then click the Open icon. The screen navigates to the role's detail screen.
4. In the detail screen, navigate to the Change Approval tab and scroll down to the Approve Skills Change field. Click the Approve/Reject button. A small window appears.
5. In the Sign Off window, enter your password and either approve or reject the change. Use the comments field to document any information about your decision. Comments are required for rejection.

Note: Once all members of the approval process have finished, the training role becomes active and ready for use.

Making Changes to a Training Role

A minor change is typically considered to be any change to the General tab or to the Employee Certification tab. A major change is typically considered to be adding or removing required skills.


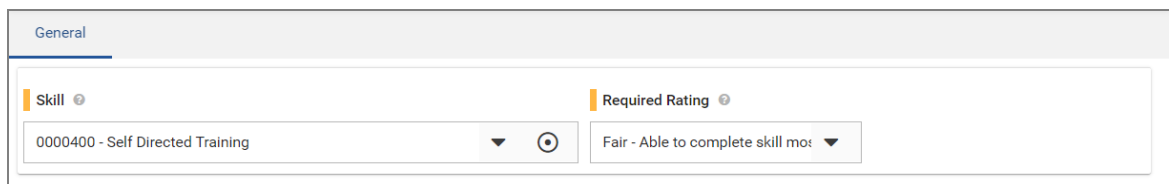
1. In the Training Roles detail screen, navigate to the Change Approval tab.
2. Click the Add New Item  button in the Skills to Add to Training Role field. A new screen appears.

Fig. 28: Training Role Skills screen




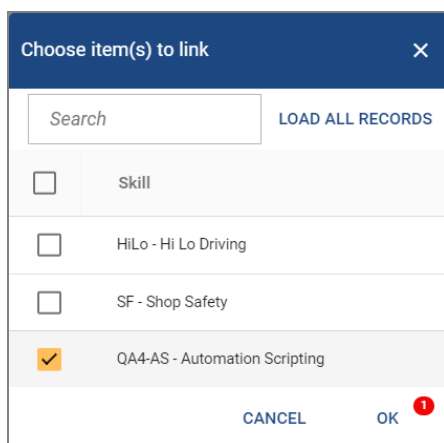
3. Select a skill and required rating for that skill using the drop-down fields. Then click Save.
4. Click the Link  button in the Skills to Remove from Training Role field to remove a skill currently linked to the training role. A window appears.

Fig. 29: Skills to Remove from Training Role window



5. Select the check box beside each skill you want to remove, then click OK.
6. Click Save to save the record. The system sends a notification that a change to the training role is pending approval. See "Approving Changes to a Training Role" on the previous page for more information.

Skills

Skill records allow you to document the different learning activities or abilities within the organization, and to provide a common name for tasks or jobs.

Use skills to define an ability or competency for a given process. The Skills record is one area where you define skill training questions, which set the basis for training employees to evaluate proficiency. When all required setup is complete, skill records provide a method of identifying training needs within the organization for that skill.

You can associate skills with controlled documents in the Document Control application, and then define skill training questions for the document associated with a skill. Using the skill questions, you can test an employee's understanding of the changes made to a document revision.

When you create a training event, either on an ad hoc basis or through a document revision change, the list of predefined questions for a skill is automatically populated when you create the training event log for the skill. Employees can then test their knowledge of a skill by answering all questions in the training event log. When an employee completes the training event log, the system calculates the employee's new skill rating based on the total score percentage and the predefined automated rating criteria from the skill type. See "Skill Types" on page 18 for more information on automated rating setup.

Skills are typically associated with training roles. However, an exception to this process occurs if you associate an ad hoc skill directly to an employee who is not assigned to a training role. This ad hoc approach requires additional effort to maintain if the training architecture is complex. See "Training Roles" on page 39.

Skills are used in the following processes of the Training Management application:

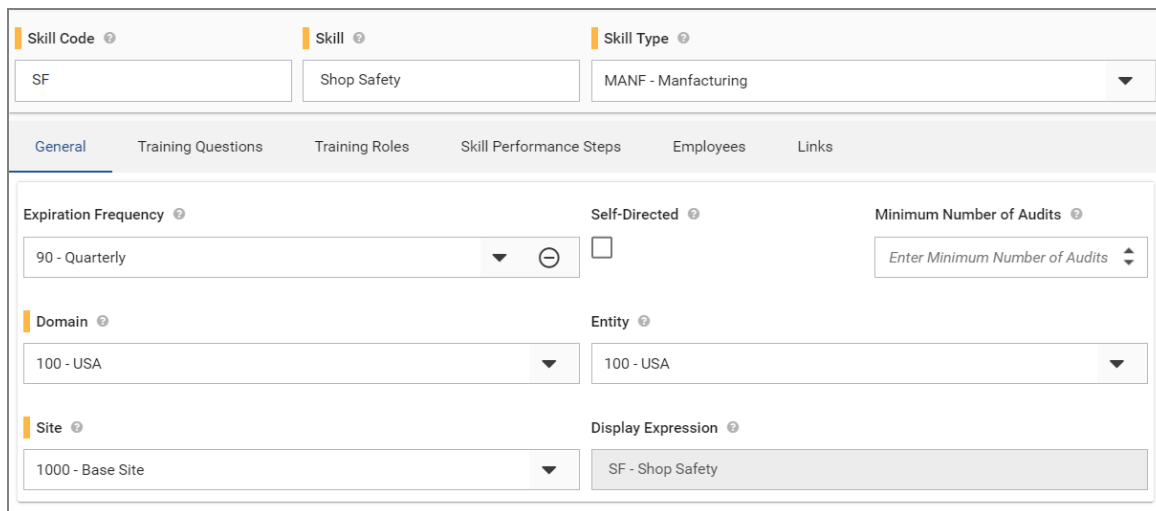
- Training Role records, where you set required ratings for role and skill combinations. Skill ratings define the skill proficiency level that an employee in a particular role should have. See "Training Roles" on page 39.
- Employee records, where you set a rating for an employee's proficiency at a skill. See "Employees" on page 56.
- Training Event records, where you identify the skills that a training event covers. See "Training Events" on page 81.
- Training Event Log records, where the employee/skill combination is logged, along with test question results and the employee's new skill rating. See "Training Event Logs" on page 92.
- Employee Skill records, where you maintain the latest training information and rating for an employee/skill combination. See "Employee Skills" on page 64.

Note: By comparing an employee's current rating for a skill with the required rating for that skill for the employee's role, the system automatically determines if the employee needs training for that skill.

- Documents, where skills are used to establish a relationship between a document and a skill. A document generally describes the method for completing a particular skill. See the [Document Control](#) user guide for more information.

Note: When the relationship between a document and a skill is established, each document version can automatically create a training event. The training event in turn triggers the training of employees who require or already have the skill defined on the new version of the document.

Fig. 30: Skills screen, General tab



Skill Code: SF Skill: Shop Safety Skill Type: MANF - Manufacturing

General Training Questions Training Roles Skill Performance Steps Employees Links

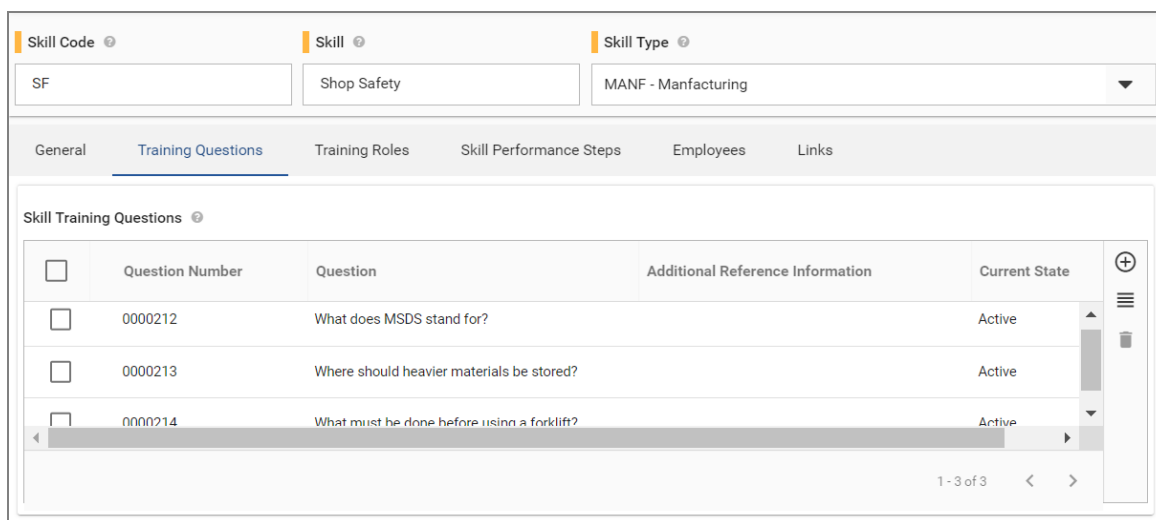
Expiration Frequency: 90 - Quarterly Self-Directed: Minimum Number of Audits: Enter Minimum Number of Audits

Domain: 100 - USA Entity: 100 - USA

Site: 1000 - Base Site Display Expression: SF - Shop Safety

The General tab is used to define the basic details of a skill, including the minimum number of audits and an indicator of whether the skill is qualified for self-directed training.

Fig. 31: Skills screen, Training Questions tab



Skill Code: SF Skill: Shop Safety Skill Type: MANF - Manufacturing

General Training Questions Training Roles Skill Performance Steps Employees Links

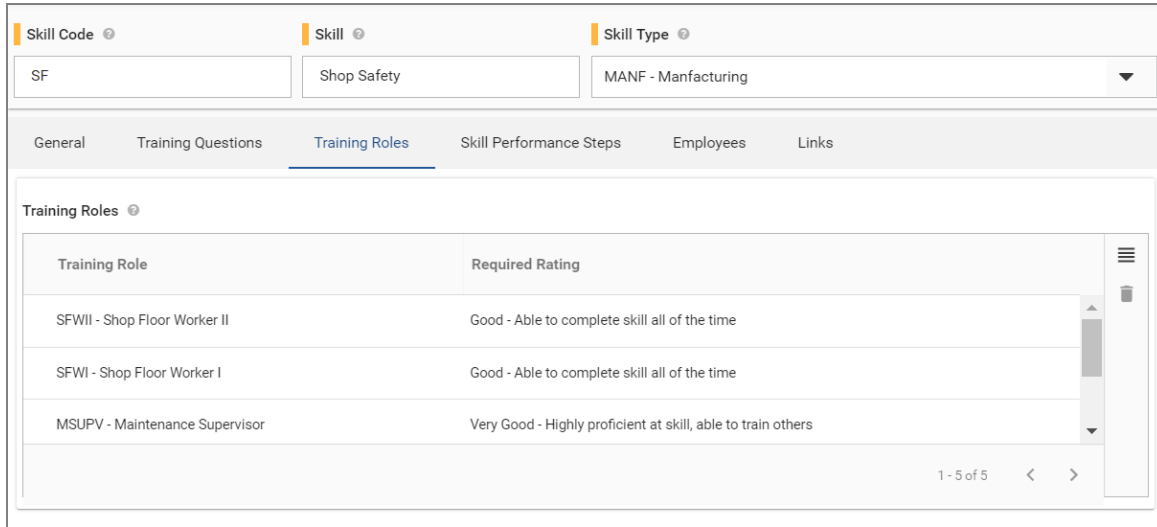
Skill Training Questions

Question Number	Question	Additional Reference Information	Current State
<input type="checkbox"/> 0000212	What does MSDS stand for?		Active
<input type="checkbox"/> 0000213	Where should heavier materials be stored?		Active
<input type="checkbox"/> 0000214	What must be done before using a forklift?		Active

1 - 3 of 3

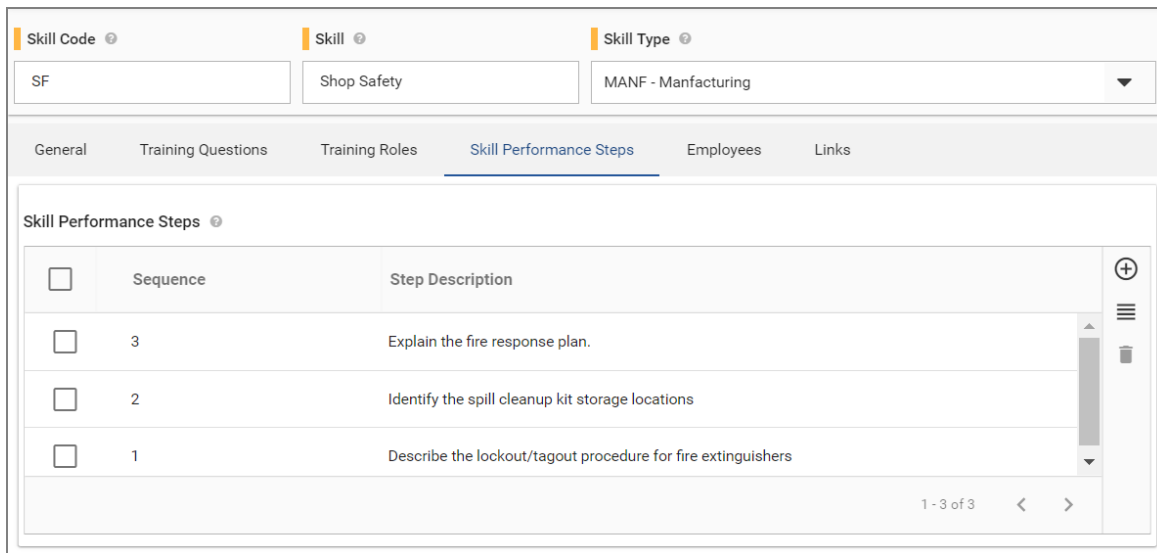
Use the Training Questions tab to create one or more questions that training event participants are required to answer to ensure their understanding of the skill.

Fig. 32: Skills screen, Training Roles tab



The Training Roles tab contains a list of training roles that use the selected skill as a requirement for the role. Training roles can only be added to this list from the Training Roles process. See "Adding Skills to a Training Role" on page 43.

Fig. 33: Skills screen, Skill Performance Steps tab



Use the Skill Performance Steps tab to document the general steps that should be completed when performing the selected skill. These steps can be included as part of an Employee or Training Role certification event.

Fig. 34: Skills screen, Employees tab

Employee	Training Role	Required Rating	Current Rating
Kenny Battle	ME001 - Manufacturing Employee	Very Good - Highly proficient at skill, able to train others	Very Poor - Unable
Joe Craig	ME001 - Manufacturing Employee	Very Good - Highly proficient at skill, able to train others	Very Good - Highly

The Employees tab supplies a list of employees with the selected skill. This field populates automatically when a training role is assigned to an employee. See "Adding a New Employee Record" on page 61.

Fig. 35: Skills screen, Links tab

Document Type	AO doc	Document Title	Version Number	Version Date
No Data				

Process Code	Process Name	Process Owner	Version Number	Version Date
REC	Receiving Inspection		A	08/01/2017 02:
STR	Store	Dave McAllister	A	08/01/2017 05:
PIC	Pick Material		A	08/01/2017 05:

The Links tab supplies a list of documents, processes, manufacturing documents, and quality alerts that are linked to the skill. These fields populate automatically if the skill was created from these processes.

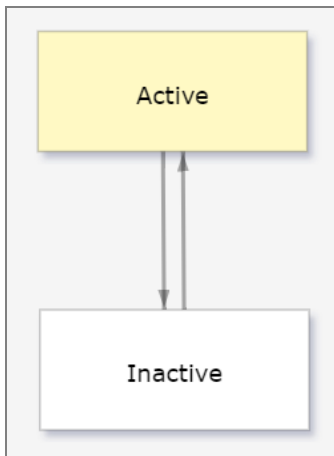
- See Documents in the [Document Control](#) user guide
- See Quality Alerts in the [CAPA & NCR](#) user guide
- See Processes and Manufacturing Documents in the [APQP Libraries](#) user guide

Skills States

This section defines each state available in the workflow for the Skills process. See "State Change Security" on page 114 to learn more about how these states transition.


Active (Default). A skill that is actively used.

Inactive. A skill that is no longer in use.




Skills Tasks

Adding a New Skill

1. Select Skills from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Enter values for the skill code and name. Notice how the Display Expression field combines the two values; this is how users will look up this skill.
3. Select an appropriate skill type. See "Skill Types" on page 18.
4. If employees need to frequently re-train on the skill, select a skill expiration frequency. For example, first aid skills may need to be refreshed quarterly.
5. If this skill is qualified for self-directed training, then select the "Self-Directed" check box.
6. Click Save to save the new record. When selecting the next state, click Active.

Defining Training Questions for a Skill

1. In the Skills detail screen, navigate to the Training Questions tab.
2. Click the Add New Item  button in the Skill Training Question field. A new screen appears.
3. Enter the question and any additional reference information.

4. Create multiple choice or true/false answer choices.
 - a. **Use Global Choice.** You can select a pre-made answer choice from a list of very common choice scenarios, such as Yes/No, Scale 1-5, Pass/Fail, and more. This menu of answer types originates from the Global Choice process.
 - b. **Create Specific Choice List.** You can create a list of choices specific to the record that you are creating. For example, if the question is "On which shift did this occur?" you can create a specific choice list such as A Shift/BShift/C Shift. Add a new choice by clicking the Add button under Choice Details.
5. Enter details for the answer choice. The score value for each choice must be unique.

Fig. 36: Answer Choices

Answer Choices ⓘ

Use Global Choice

Create Specific Choice List

+ ADD NEW RECORD

Choice	Score	Acceptance	Req. Com
Red	1	Unfavorable	<input type="checkbox"/>
Yellow	2	Neutral	<input type="checkbox"/>
Green	3	Favorable	<input type="checkbox"/>

6. Click Add New Record to keep adding choices. To remove a row, highlight the row and click Remove.

Note: The Maximum Score field is automatically calculated to the highest numeric score from the choice list.

7. Click Save to save the questions.
8. Back in the main process screen, click Save to save the record. When selecting the next state, click Active.

Adding Skill Performance Steps to a Skill


1. In the Skills detail screen, navigate to the Skill Performance Steps tab.
2. Click the Add New Item  button in the Skill Performance Steps field. A new window appears.

Fig. 37: Skill Performance Steps screen

The screenshot shows a web interface for defining skill performance steps. At the top is a tab labeled 'General'. Below the tab are three main input areas: 1. A 'Skill' field with a dropdown menu currently displaying 'SSF - Shop Safety'. To the right of the dropdown are three circular icons: a downward arrow, a circle with a dot, and a minus sign. 2. A 'Sequence' field with a spinner control showing the number '2'. 3. A 'Step Description' field containing the text 'Identify the spill cleanup kit storage locations'.

3. Enter a description of the performance step.
4. Select a sequence of the performance step.
5. Click Save to save the performance step.
6. Back in the main process screen, click Save button to save the record. When selecting the next state, click Active.

Creating a Skill, Training Need, and Training Event from an Approved Document

See the [Document Control](#) user guide for more information about adding a new document. The instructions below do not cover all aspects of creating a document.


1. In the Document Control navigation group, select Documents.
2. In the Documents search screen, click the Add Item  button. The Documents detail screen opens.

Fig. 38: Document Detail screen

The screenshot displays the 'Document Detail' screen with the following elements:

- Tabs:** General (selected), Version Specific, Owner, Document Review, Skill and Training, Records, Links.
- Document Number:** QUAL - QUAL-0000004
- ITAR Restricted:** NO
- Document File:** File Name: Quality Manual.docx, with a 'VIEW FILE' button.
- Domain:** 100 - USA
- Entity:** 100 - USA
- Responsible Site:** HQ - Farmington Hills
- Document Title:** ULT Quality Manual
- Document Type:** QUAL - Quality
- Owner:** Rachel T

3. Populate the required fields.
4. In the Document File field, click the Use Template or Add New File button to add the relevant document.

Note: See the Document Control user guide for step-by-step instructions on this task.

5. Navigate to the Skill and Training tab. Select the "Automatically Create New Skill" check box.
6. Click Save to save the new record. When selecting the next state, click Draft.
7. Add at least one skill training question per the instructions in "Defining Training Questions for a Skill" on page 51. Save the record to the state Awaiting Approval.
8. Navigate to the Version Specific tab. Select the "Requires Training" and "Create Training Event" check boxes.

Fig. 39: Documents Detail screen, Version Specific tab

The screenshot displays the 'Version Specific' tab of a document detail screen. It features a navigation bar with tabs: General, Version Specific (active), Owner, Document Review, Skill and Training, Records, and Links. Below the navigation bar, there are several sections:

- Requires Training:** A checkbox that is checked.
- Create Training Event:** A checkbox that is checked.
- Change Category:** A dropdown menu currently set to 'Training Checklist'.
- Change Requested By:** A dropdown menu currently set to 'Rachel T'.
- Related Document Change Order:** A text input field with the placeholder text 'Enter Related Document Change Order'.
- Reason for Change:** A text input field containing the text 'Update manual to 2019 layout'.
- Change Description:** A section header for a text input field, which is currently empty.


9. Fill in the remaining required fields, then click Save.
10. To complete the approval process, each user listed in the Version Approval field must approve the document, in order of approval level.

Note: The document must be approved in order to proceed with the next steps in this task.

11. In the left navigation panel, navigate to the Training Management navigation group and open the Skills search screen.
12. Search for the skill created by the document (use the document title as a search criterion).
13. Open the Skill record.
 - The skill code is derived from the Document Number field.
 - The skill type matches the skill type set on the document type.
14. In the left navigational panel, open the Training Events search screen. Locate the training event created by the document approval and open it. Typically this is the most recently created training event.
 - The Document field displays the document title of the approved document.
 - The training event description is "New version training for document..."
 - In the Skills field, the skill created by the document is listed.

Removing a Skill from a Training Role after Training

To remove a skill from a training role after training has been completed for at least one employee:

1. In the Training Role detail screen, navigate to the Change Approval tab.
2. Change the state to Pending Change. Click Save.
3. In the Skill to Remove from Training Role field, click the Link  button.
4. Choose one of the skills assigned to the training role. Click Save.
5. To continue with the process, each user listed in the Approve Skill Change field must approve the change. After approvals are complete, the training role moves to the state Active.

6. In the Employees field of the Employees tab, open the Employee detail record for an employee listed.
7. In the Employee detail record, navigate to the Training/Certification Information tab. The skill now has a state of Historical Requirement.

Employees

Use Employee records to identify personnel in the company with responsibilities for performing specific job functions, to assign tasks to employees, and to assess employee training needs.

An Employee record must contain information regarding an employee's title, training roles, skills, certifications, and training logs. Additionally, the Employee record allows you to assign security roles that grant the employee access to the system.

Each employee title has one or more training roles defining the skills the employee requires and the rating required for the skills. Using the employee-employee title-training role relationship, the system determines what training an employee requires by analyzing the employee's current rating for a skill against the required rating for that skill. Aside from an employee possessing an insufficient training rating, there are two other reasons they may require training: 1) the skill frequency expired, or 2) the skill is related to a document that underwent a significant change to warrant re-training.

For an employee on the career path to a new job title, you can define a succession development program within the Employee record to track transition activities for the employee's move to the new role. When a succession development title is assigned to an employee, the training roles and skills for the title are automatically added in the employee record with a state of Non-Required Succession Planning.

Some processes in the EQMS system contain an ITAR (International Traffic in Arms Regulation) requirement, which restricts who can view, access, and interact with certain records within that process. If the "ITAR Compliant?" toggle field is set to YES on an employee's record, then they are granted access to ITAR restricted records. This field is only viewable if any of the sites linked to the employee have ITAR requirements.

Employee records are used in the following processes:

- By Employee Skill records to define the employee part of the employee-skill relationship, as well as the employee's current rating for the skill. See "Employee Skills" on page 64.
- By Training Event Log records to define which employee was trained on which skill and to indicate what the employee's skill new rating is, based on the training. See "Training Event Logs" on page 92.
- By Employee Event records to track which employees took part in which training events. See "Employee Events" on page 67.
- By Employee Certification records, to define employees who are certified. See "Employee Certifications" on and "Employee Certification Events" on page 70.
- Other application processes to define responsibility and approvers for various processes.

Fig. 40: Employees screen, General tab

The screenshot shows the 'General' tab of the Employees screen. At the top, there are four input fields: 'First Name' with 'Lea', 'Last Name' with 'Karst', 'Employee Code' with '23-EMP01', and 'Title' with a dropdown set to '2020 - Purchasi'. Below these are five tabs: 'General', 'Operations', 'Employee Information', 'Employee Events', and 'Training/Certification Information'. The 'General' tab is active. The form contains several sections: 'Alternate Name' (placeholder: 'Enter Alternate Name'), 'E-mail' (qmi.qms+LeaKarst@gmail.com), 'Phone' (777-666-5555), and 'Emergency Contact' (Jonathon Karst). Below these are 'Emergency Phone' (999-888-7777) and 'Business Unit' (Auto Industrial Mfg). There is a 'Calendar' dropdown set to 'First Shift' and an 'Out of Office' checkbox which is unchecked. At the bottom, there are 'Tags' and 'Roles' sections. The 'Roles' section lists 'APQP Champion' and 'Document Maintenance' with checkboxes.

The General tab is used to define the basic details of an employee, such as their contact information, calendar type, security roles, and more. This tab also contains the "ITAR Compliant?" toggle field, though this field is only viewable if any of the sites linked to the employee have ITAR requirements.

The Out of Office and Out of Office Delegate fields work together to provide out-of-office functionality. If you select the "Out of Office" check box for an Employee record, a new field appears titled Out of Office Delegate; all approvals for that employee are sent to the person indicated in the new field.

Fig. 41: Employees screen, Operations tab

First Name
 Last Name
 Employee Code
 Title

General **Operations** Employee Information Employee Events Training/Certification Information

Default Domain
 Default Entity
 Default Site
 Department

Reports To
 Shift

Additional Site(s) Security Group(s)

<input type="checkbox"/>	Display Expression	Security Group Code	Security Group	Descr
<input type="checkbox"/>	10-202 - Automotive Mfg Site 2			

No Data

The Operations tab contains more employee information, including their department, reporting manager, and additional sites they may be involved with.


Fig. 42: Employees screen, Employee Information tab

First Name
 Last Name
 Employee Code
 Title

General Operations **Employee Information** Employee Events Training/Certification Information

Has Account
 Hire Date
 Separation Date

Notes

Signature
  Employee Photo

The Employee Information tab lists an employee's title, hire and separation dates (if applicable), photo, and more. The "Has Account" check box indicates whether the employee has a user account in the system.

Fig. 43: Employees screen, Employee Events tab

The screenshot shows the 'Employee Events' tab in a web application. At the top, there are search filters for 'First Name' (Lea), 'Last Name' (Karst), 'Employee Code' (23-EMP01), and 'Title' (2020 - Purchasi). Below the filters is a navigation bar with tabs: 'General', 'Operations', 'Employee Information', 'Employee Events' (selected), and 'Training/Certification Information'. The main content area is titled 'Employee Event(s)' and contains a table with the following data:

<input type="checkbox"/>	Event Type	Event Coordinator	Event Initiated Date	Target Completion Date	
<input type="checkbox"/>	OB - On Boarding	Anthony Summers	06/13/2018	06/15/2018	

At the bottom right of the table, there is a pagination indicator '1 - 1 of 1' and navigation arrows.

Use the Employee Events tab to create a list of events involving the selected employee, such as a disciplinary action or a quality seminar. These events should not include training events. See "Employee Events" on page 67 for more information.

Fig. 44: Employees screen, Training/Certification Information tab

The screenshot displays the 'Training/Certification Information' tab for an employee. At the top, there are search filters for First Name (Lea), Last Name (Karst), Employee Code (23-EMP01), and Title (2020 - Purchasi). Below the filters, there are tabs for General, Operations, Employee Information, Employee Events, and Training/Certification Information. The Training Roles section shows a table with one entry: Quality Specialist (QA). The Employee Skills section shows a table with two entries: DCO - Document Change Control Process and CR - Change Control Request, both with a rating of 'Good - Able to complete skill all of the time'.

Training Role	Training Role Code
Quality Specialist	QA

Skill	Training Role	Current Rating	Required Rating
DCO - Document Change Control Process	QA - Quality Specialist	Good - Able to complete skill all of the time	
CR - Change Control Request	QA - Quality Specialist	Good - Able to complete skill all of the time	

Use the Training/Certification Information tab to provide lists of an employee's training and certification history, including training roles, employee skills, training logs, and more.

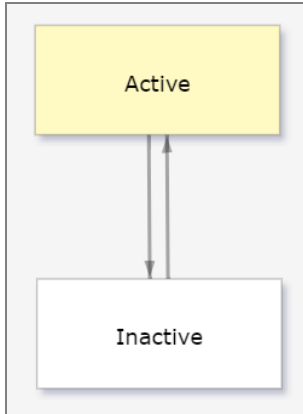
The Training Roles field is automatically populated by the Title field once the employee record is saved. The Training Roles, in turn, populate the Employee Skills field with skills linked to each training role. The Succession Development Title field also brings training role skills to the Employee Skills field.

Employees States

This section defines each state available in the workflow for the Employees process. See "State Change Security" on page 114 to learn more about how these states transition.

Active (Default). An employee who is active.

Inactive. An employee who is inactive within the organization.



Employees Tasks

Adding a New Employee Record



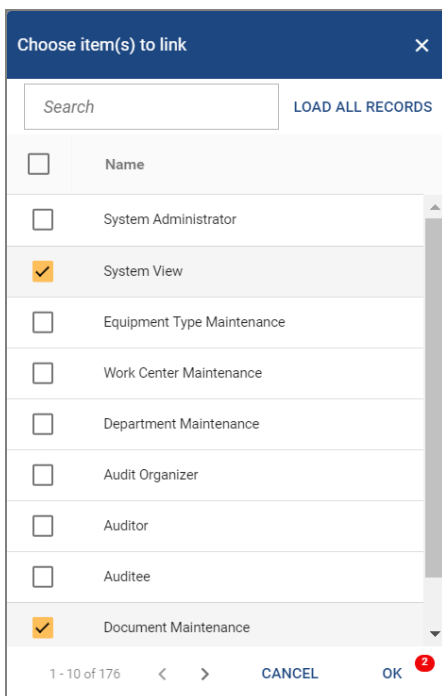
1. Select Employees from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Specify the employee's first name, last name, employees code, and e-mail address. The system uses the e-mail address to send system notices to the employee.
3. Click the Link  button in the Roles field. A new window appears.

Fig. 45: Role selection window



4. Select the check box beside each security group that the employee belongs to, then click OK.
5. Navigate to the Operations tab. Select a default domain and default site.

6. Indicate the person to whom the employee reports. The system sends any escalation notifications to the employee's manager.
7. If you have configured any security groups, select one or more security groups to which the employee belongs. Security groups define the security roles that apply to the employee.
8. Navigate to the Employee Information tab. Enter an employee code and select a title.

Note: The Title field is linked to training roles that, once the record is saved, will automatically populate the Training Roles field.

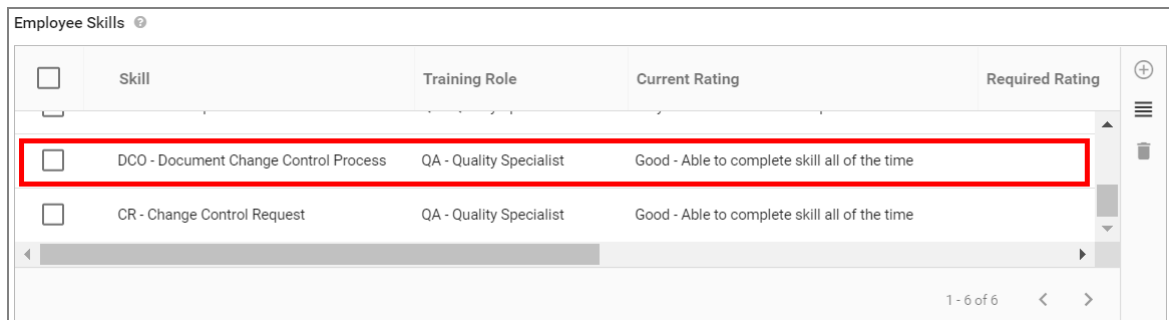
9. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the employee record cannot be used for new records.

Manually Set an Employee's Current Skill Rating

1. In the Employee record being edited, navigate to the Training/Certification Information tab.
2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.

Fig. 46: Employee Skills grid, Training/Certification Information tab



<input type="checkbox"/>	Skill	Training Role	Current Rating	Required Rating
<input type="checkbox"/>	DCO - Document Change Control Process	QA - Quality Specialist	Good - Able to complete skill all of the time	
<input type="checkbox"/>	CR - Change Control Request	QA - Quality Specialist	Good - Able to complete skill all of the time	

1 - 6 of 6

3. In the Current Rating drop-down list, choose the employee's new rating for the skill.

Fig. 47: Employee Skills

The screenshot shows a web form titled "Employee Skills" with two tabs: "General" and "Training Required Reasons". The "General" tab is active. The form contains the following fields and controls:

- Employee:** A dropdown menu with "Lea Karst" selected.
- Skill:** A dropdown menu with "DCO - Document Change Cont" selected.
- Training Role:** A dropdown menu with "QA - Quality Specialist" selected, accompanied by plus and minus icons.
- Required Rating:** A dropdown menu with the placeholder text "Enter Required Rating".
- Current Rating:** A dropdown menu with "Good - Able to complete skill all of the time" selected. This field is highlighted with a red border.
- Last Trained:** A date input field with a calendar icon.
- Ad-Hoc Skill:** A blue button labeled "UNDECIDED".
- Self-Directed:** A grey button labeled "N/A".
- Requires Training:** A grey button labeled "YES".

4. Click Save to save the record. When selecting the next state, click Active.
5. Click Close to go back to the main process screen. Then click Save to save the record. When selecting the next state, click Active.

Completing a Succession Development Workflow


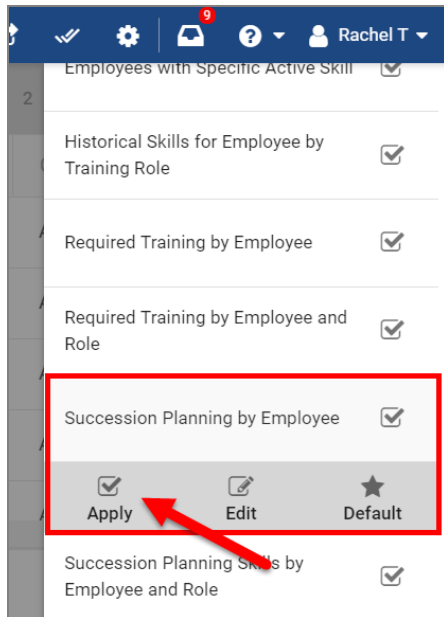
1. Complete the following tasks to create an employee title, training role, and assign a skill to the training role for the employee's new succession title if the title does not already exist. A new employee title/training role combination is created with at least one skill assigned to the training role.
 - "Adding a New Employee Title" on page 38
 - "Adding a New Training Role" on page 43
 - "Adding Skills to a Training Role" on page 43
2. In the Employees search screen, locate the employee record that you want to update and double-click it. The record detail screen opens.
3. Navigate to the Training/Certification Information tab to view the employee's training information.
4. In the Succession Development Title field, select the Employee Title record that you created in Step 1. Click Save and select the state Active.
 - The Succession Development Title field shows the employee title from Step 1.
 - The skill linked to the training role is added to the employee skills with a state of Non Required – Succession Planning.
 - The Succession Development Training Role field displays the training role linked to the Succession Development Employee Title.
5. Click the Show Items button in the Employee Skills field to open a search screen of the employee's skills.
6. Open the Filters  panel and select the Succession Planning by Employee filter. Select the employee's name. The search screen is filtered to only show the skill added to the employee's record from the succession title.

Fig. 48: Succession Planning by Employee filter



7. Once the employee has been trained on all the succession skills and meets the requirements to officially move to the new position, open the Employee record and navigate to the Employee Information tab.
8. Update the Title field to have the same title as the Succession Development Title field.
9. Click Save and choose the Active state. The record is saved and the Employee Title field is set to the employee title created in Step 1.

Employee Skills

Use Employee Skill records to track the training an employee performed for a skill. The training information captured includes the current rating for the training and whether training is required (e.g. due to a rating deficiency, a document change, or an expired review frequency).

If an employee has more than one role that requires the same skill, the employee can have multiple records for the skill. In this case, the skill is listed each time a different training role requires the skill. You can filter the employee skill list to determine which employees need training on which skills.

Employee Skill records are automatically created or updated when any of the following events take place; therefore, you do not need to create an Employee Skill record manually:

- A new or changed required skill is added to an Employee record.
- A new or changed required skill is added to a role.
- An employee completes a training event with an employee-skill combination that does not already exist.

Note: If a skill expires within 30 days, the system sends a notification to a trainee.

Fig. 49: Employee Skills screen, General tab

The screenshot shows the 'General' tab of the Employee Skills screen. At the top, there are two tabs: 'General' and 'Training Required Reasons'. The 'General' tab is active. Below the tabs, there are three dropdown menus: 'Employee' (Chris Cody), 'Skill' (HiLo - Hi Lo Driving), and 'Training Role' (PFE01 - Plant Floor Employee). Below these are two more dropdown menus: 'Required Rating' (Good - Able to complete skill all of the time) and 'Current Rating' (Very Good - Highly proficient at skill, able to train others). There are four date/time fields: 'Last Trained' (3/4/2019), 'Expires On' (3/11/2019), 'Ad-Hoc Skill' (OFF), and 'Self-Directed' (N/A). Below these is a 'Requires Training' section with a 'YES' button. At the bottom, there is a 'Training Plan(s)' table with the following data:

Training Event Number	Scheduled Start Date/Time	Scheduled End Date/Time	Training Event Description
0000453	03/12/2018 22:16	03/12/2018 22:16	New version training for document: D

The General tab is used to define the basic details of an employee skill. It includes information such as the employee's current skill rating compared to the required rating (and, as a result, whether the employee requires training).

Fig. 50: Employee Skills screen, Training Required Reasons tab

The screenshot shows the 'Training Required Reasons' tab of the Employee Skills screen. It contains four checkboxes with labels: 'Rating Deficiency' (unchecked), 'Frequency Expired' (checked), 'Document Change' (unchecked), and 'Training Event' (unchecked).

The check boxes in the Training Required Reasons tab determine why an employee requires training on a skill. These fields are automated.

Employee Skills States

This section defines each state available in the workflow for the Employee Skills process. See "State Change Security" on page 114 to learn more about how these states transition.

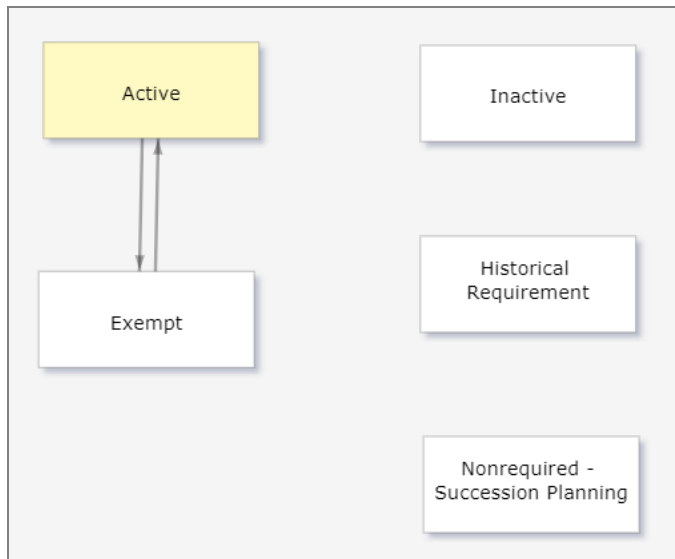
Active (Default). The employee and skill combination is actively used to determine training needs.

Exempt. The employee is exempt from requiring training on the selected skill.

Historical Requirement. The employee skill is a requirement from a previous title and is no longer a requirement for training purposes.

Inactive. The employee skill is no longer in use.

Nonrequired – Succession Planning. The employee skill is not required for the employee's current training roles and only displays for succession planning purposes.



Employee Skills Tasks

Changing the Current Rating of an Employee Skill

1. In the Employee record that you want to edit, navigate to the Training/Certification Information tab.
2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.
3. Click the Current Rating drop-down field and select the new rating.
4. Click the calendar icon in the Last Trained field and select the last date that the employee was trained on this skill.
5. Click Save to save the record. When selecting the next state, click Active.

Note: If the Current Rating is equal to or greater than the required rating, then the "Requires Training" field automatically changes to NO. This method of updating an employee's current rating should be reserved for initial system setup or new employees with training documentation; otherwise, training should be captured through training events.

Setting an Employee Skill to Exempt

1. In the Employee record that you want to edit, navigate to the Training/Certification Information tab.

2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.
3. Click the state selection button and select Exempt.
4. Click Save to save the record.

Note: It is highly recommended that you document the reason the person is exempt from training in the Notes field.

Employee Events

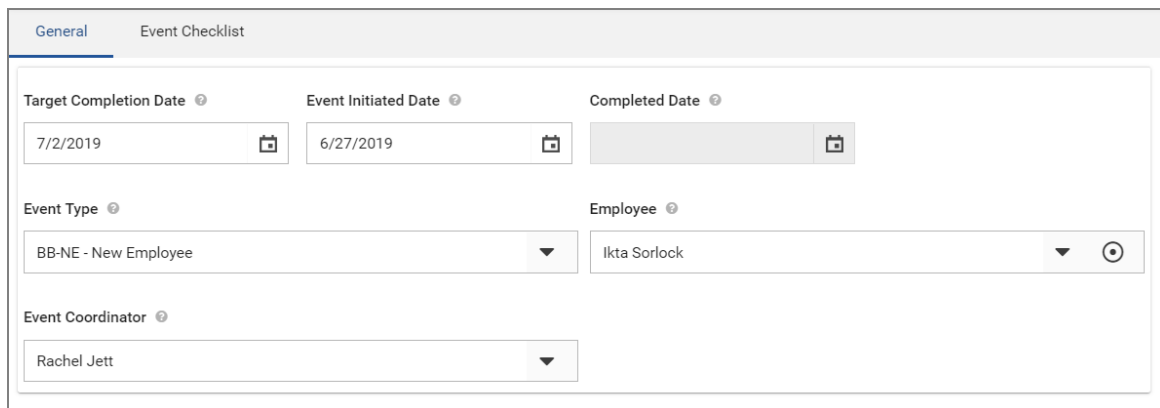
Employee Event records allow you to document significant events that may occur throughout an employee's tenure at the organization. The two main examples of employee events are onboarding (when an employee joins the organization) and separation (when an employee leaves the organization). Another significant example of an employee event is disciplinary action against an employee.

Note: Employee events are a separate concept from training events.

For each employee event, you can create a checklist, based on the employee event type. The checklist helps you ensure key items are not missed while you document the employee event. Typically, employee events are assigned to a coordinator who is responsible for managing employees.

Employee events are generally associated with Employee records to capture events related to that employee.

Fig. 51: Employee Events screen, General tab



The screenshot shows the 'General' tab of the 'Event Checklist' form. It contains the following fields:

- Target Completion Date:** 7/2/2019
- Event Initiated Date:** 6/27/2019
- Completed Date:** (empty)
- Event Type:** BB-NE - New Employee
- Employee:** Ikta Sorlock
- Event Coordinator:** Rachel Jett

The General tab is used to define the basic details of an employee event.

Fig. 52: Employee Events screen, Event Checklist tab

General		Event Checklist		
Employee Event Checklist				
	Sequence	Checklist Qu...	Checklist Question	Notes
<input checked="" type="radio"/>	1.0	01	Did you read "employee manual"?	Yes
<input checked="" type="radio"/>	2.0	02	Are you trained to do internal audit of IATF16949?	Yes
1 - 2 of 2 items				

The Event Checklist tab features a checklist that should be used to complete the selected employee event. The checklist questions are pulled from the Event Type selected in the General tab.

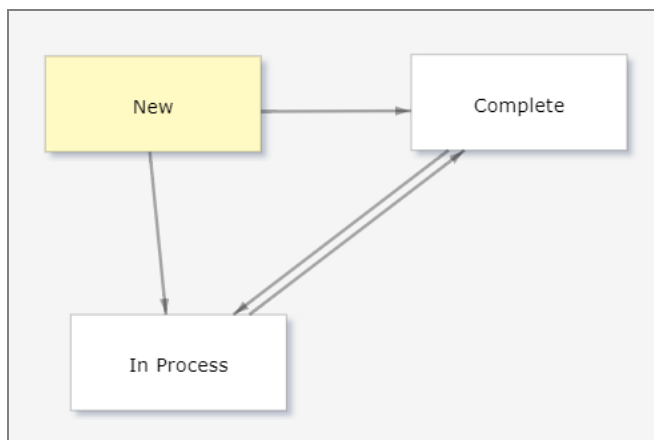
Employee Events States

This section defines each state available in the workflow for the Employee Events process. See "State Change Security" on page 114 to learn more about how these states transition.

New (Default). The employee event is newly created.



In Process. The employee event is in process.

Complete. The employee event is complete.



Employee Events Tasks

Adding a New Employee Event

1. There are two ways to add a new employee event:
 - a. In an Employee record detail screen, navigate to the Employee Events tab. Then, click the Add New Item  button in the Employee Events field.
 - b. Select Employee Events from the left navigation panel. Then, click the Plus  button in the toolbar.
2. Specify an employee and event type. The value in the Event Type field controls what information displays in the Event Checklist tab.

Note: If the employee event was created from an Employee record, then the Employee field is automatically populated.

3. Select an appropriate person as event coordinator. This employee receives an inbox action message with notification of the new employee event.
4. Select a target completion date.
5. Click Save to save the new record. When selecting the next state, click In Process.

Completing an Employee Event

1. In the Employee Events detail screen, navigate to the Event Checklist tab.
2. Enter values for the Notes and Completed Date fields.

Note: It is best practice to record notes, even if you simply enter a comment that says "Done".

3. Click the Save button to save the record. If the employee event is complete, set the state to Complete.

Fig. 53: Event Checklist

	Sequence	Checklist Questio...	Checklist Question	Notes	Completed Date
	1.0	1	Add Reports To information to Employee Record	Completed - reports to QA Supervisor	6/6/2017
	1.0	1	Setup new employee quality training	Completed	6/8/2017

1 - 2 of 2 items

Employee Certifications

Some organizations require that, in addition to training, employees undergo on-the-job certification to verify that the employees can perform to the required level in their jobs. Use Employee Certifications records to set up and track the certification process for employees being certified in a particular training role.

Employee certifications are typically used to document the certification process for a training role during a probationary period and to manage the employee's progress through that probationary period.

The certification process for an employee is generally not initiated until the employee has received all training required for a particular training role. During the certification process, the employee is reviewed by a training lead or supervisor over the course of several certification events. If the employee performs well at each of the events, the employee is deemed certified.

Each employee certification can have one or more employee certification events that document the performance measures set up for the training role. See "Training Roles" on page 39. When all employee certification events are complete, the person conducting the certification can recommend and approve or deny recommendation that the employee be certified. See "Employee Certification Events" on page 76.

Fig. 54: Employee Certifications screen, General tab

General	Prerequisites	Certification Events	Certification Approval
Employee		Certification Start Date	
Edith Anderson		7/2/2019	
Certifier		Training Role	
Rachel T		MSUP - Maintenance Supervisor	

The General tab is used to define the basic details of an employee certification.

Fig. 55: Employee Certifications screen, Prerequisites tab

Skill	Current Rating	Required Rating
0000004 - Sexual Harassment Policy	Good - Able to complete skill all of the time	Fair - Able to complete skill most of the time
SC 674 - Fork Lift Driver	Good - Able to complete skill all of the time	Good - Able to complete skill all of the time
SAFE - General Plant Safety	Very Good - Highly proficient at skill, able to train others	Good - Able to complete skill all of the time

The Prerequisites tab lists the employee's skills that are required for the selected training role. Typically, an employee should not proceed with the certification process if he or she requires training on any of the skills listed.

Fig. 56: Employee Certifications screen, Certification Events tab

<input type="checkbox"/>	Certification Frequency	Schedule Date	Completed Date	Current State
<input type="checkbox"/>	180 - 180 Days	06/09/2018	06/15/2018	Complete

1 - 1 of 1

The Certification Events tab lists events that are related to the selected employee certification. See "Employee Certification Events" on page 76 for more information.

Fig. 57: Employee Certifications screen, Certification Approval tab

General
Prerequisites
Certification Events
Certification Approval

Approved for Certification ⓘ

YES

Certification Approval ⓘ

Current Level: 1						Overall Status: Approved
Level	Approver	Comments	System Notes	Timestamp	Approval Status	Sign Off
1	Rachel T	Certification is complete		Jun 14, 2018 10:19 AM	Approved	APPROVE / REJECT

If approval is required for the selected employee certification, then the approval details and sign off are included in the Certification Approval tab.

Employee Certifications States

This section defines each state available in the workflow for the Employee Certifications process. See "State Change Security" on page 114 to learn more about how these states transition.

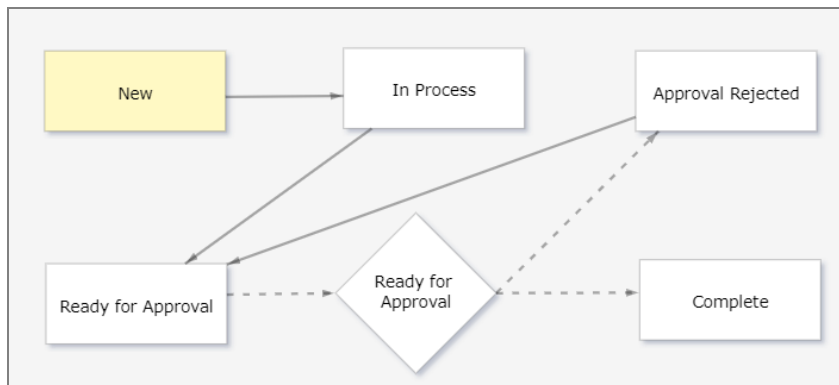
New (Default). A new certification process that is not yet started.

In Process. The employee certification process has started.

Ready for Approval. The employee certification is ready for approval.

Approval Rejected. The employee certification approval was rejected.

Complete. The employee certification process is complete.



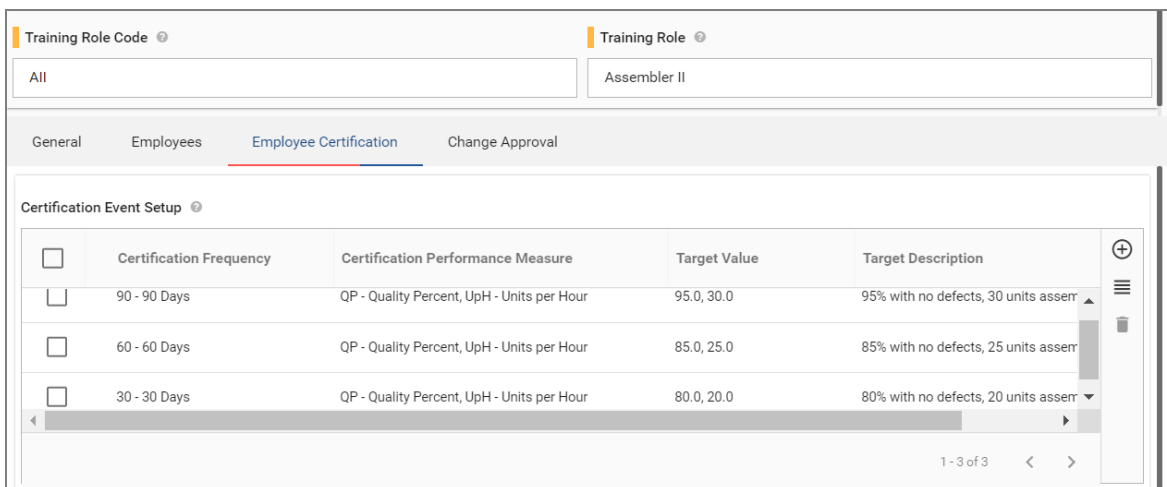
Employee Certifications Tasks

Adding a New Employee Certification

You can create employee certifications from the Employee Certification screen, from the Employee Certification tab in the Training Roles screen, or from the Employee Certification field in the Employees screen.

- In the Employee Certification tab of the Training Roles screen:
 - The Certification Event Setup list displays the schedule of events that were previously set up to help certify the employee in a particular training role.
 - In the example below, three certification events were defined on the path to certification: one at 30 days, one at 60 days, and one at 90 days.
 - During each certification event, two performance measures are reviewed: the number of units produced and the quality of each unit.
 - During each certification event, the employee is expected to demonstrate improvement at each of the metrics.

Fig. 58: Training Roles screen, Employee Certification tab



<input type="checkbox"/>	Certification Frequency	Certification Performance Measure	Target Value	Target Description
<input type="checkbox"/>	90 - 90 Days	QP - Quality Percent, UpH - Units per Hour	95.0, 30.0	95% with no defects, 30 units assem
<input type="checkbox"/>	60 - 60 Days	QP - Quality Percent, UpH - Units per Hour	85.0, 25.0	85% with no defects, 25 units assem
<input type="checkbox"/>	30 - 30 Days	QP - Quality Percent, UpH - Units per Hour	80.0, 20.0	80% with no defects, 20 units assem


- Click the Add New Item  button in the Employee Certifications field to add a new certification. The Employee Certifications screen opens.

Fig. 59: Employee Certifications screen, General tab

The screenshot shows the 'General' tab of the Employee Certifications screen. It contains four main input fields arranged in a 2x2 grid:

- Employee:** A dropdown menu with 'Edith Anderson' selected.
- Certification Start Date:** A date picker showing '7/2/2019'.
- Certifier:** A dropdown menu with 'Rachel T' selected.
- Training Role:** A dropdown menu with 'MSUP - Maintenance Supervisor' selected.

3. Select the employee to be certified and enter the certification start date. The training role defaults because, in this example, the certification was added from the Training Role screen.
4. Click Save to save the new record. When selecting the next state, click New or In Process.

Setting a Certification to In Process

1. In the Training Roles screen, click the Employee Certification tab.
2. In the Employee Certifications field, double-click the record that you want to edit. The Employee Certifications detail screen for the record opens.
3. In the Prerequisites tab, assess whether the employee is ready to be certified. Typically, a certification is not complete until the employee has trained on all skills required for the training role. In the example shown below, the employee does not require further training for the training role's required skills, so the employee is ready to be certified.

Fig. 60: Employee Certifications screen, Prerequisites tab

The screenshot shows the 'Prerequisites' tab of the Employee Certifications screen. It displays a table titled 'Training Role Required Skills' with the following data:

Skill	Current Rating	Required Rating
0000004 - Sexual Harassment Policy	Good - Able to complete skill all of the time	Fair - Able to complete skill most of the time
SC 674 - Fork Lift Driver	Good - Able to complete skill all of the time	Good - Able to complete skill all of the time
SAFE - General Plant Safety	Very Good - Highly proficient at skill, able to train others	Good - Able to complete skill all of the time

4. Set the state to In Process. The system automatically generates the required employee certification events.
5. Click Save.

- Navigate to the Certification Events tab. Notice that, in this example, certification events have been automatically created for the required time periods: 30 days, 60 days, and 90 days.

Fig. 61: Employee Certifications screen, Certification Events tab

Certification Frequency	Schedule Date	Completed Date	Current State
30 - 30 Days	08/20/2016 15:34:12	08/02/2016 00:00:00	Complete
60 - 60 Days	09/19/2016 15:34:11		Scheduled
90 - 90 Days	10/19/2016 15:34:11		Scheduled

Approving an Employee Certification

When an employee has completed all certification events associated with a certification, you can recommend the employee for certification.

Fig. 62: Employee Certifications screen, Certification Approval tab

Approved for Certification ⓘ

YES

Certification Approval ⓘ

Level	Approver	Comments	System Notes	Timestamp	Approval Status	Sign Off
1	Rachel T	Certification is complete		Jun 14, 2018 10:19 AM	Approved	APPROVE / REJECT

- In the Employee Certifications search screen, double-click the record that you want to edit.
- In the Certification Approval tab, update the Approved for Certification field to Yes.
- Click Save to save the record. Change the state to Ready for Approval.
- The person responsible for approving the certification is automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the document for approval).
- Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.

6. Upon opening the inbox, click the approval item under the Training Management group to show the action icons. Then click the Open icon. The screen navigates to the certification's detail screen.
7. In the detail screen, navigate to the Certification Approval tab and click the Approve/Reject button. A small window appears.
8. In the Sign Off window, enter your password and either approve or reject the certification. Use the comments field to document any information about your decision. Comments are required for rejection.

Note: Once the approver has finished, the certification becomes complete.

Employee Certification Events

Employee Certification Event records capture the employee's performance measures for the selected training role at a point in time. The goal of the certification process is to see that the employee can meet the initial performance measures, such as throughput and quality percentage, and also improve on those measures over the course of the certification process.

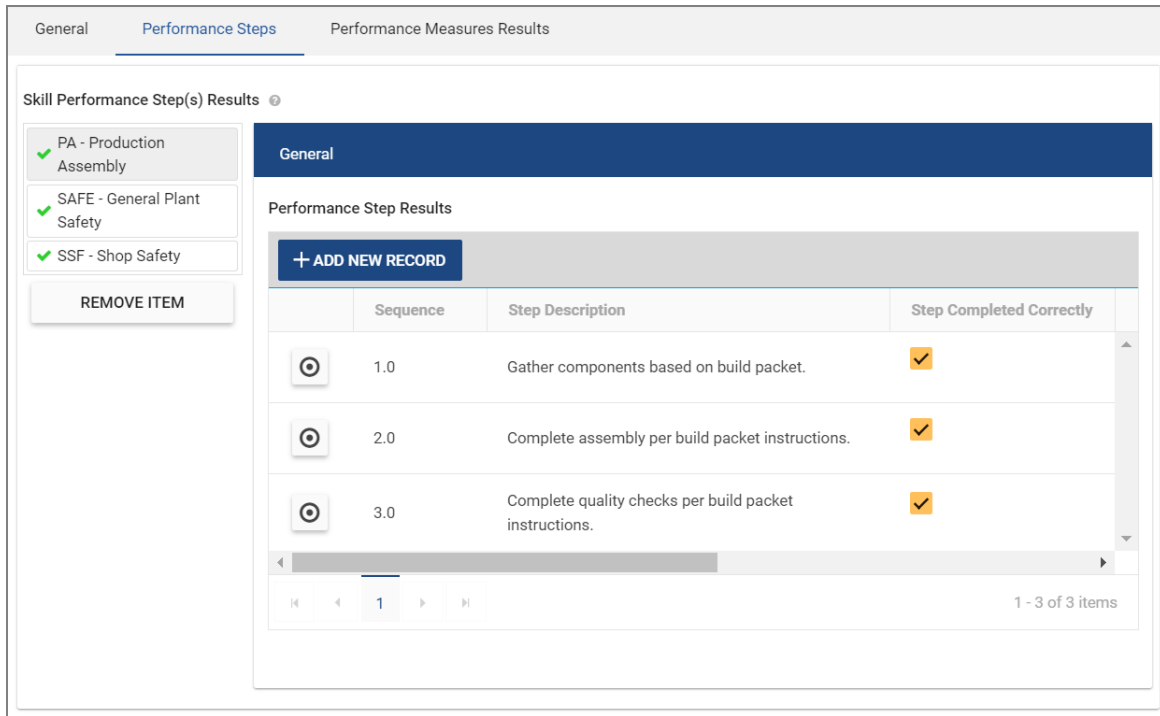
Employee certification events are, typically, used in an employee's initial probationary period for a training role.

Fig. 63: Employee Certification Event screen, General tab

General	Performance Steps	Performance Measures Results	
Employee Certification	Schedule Date	Completed Date	Notification Sent Date
Rachel T	6/14/2018		6/14/2018
Employee	Certifier		
Rachel T	Alex Stodolnean		
Certification Frequency	Training Role		
90 - 90 Days	SFWI - Shop Floor Worker I		

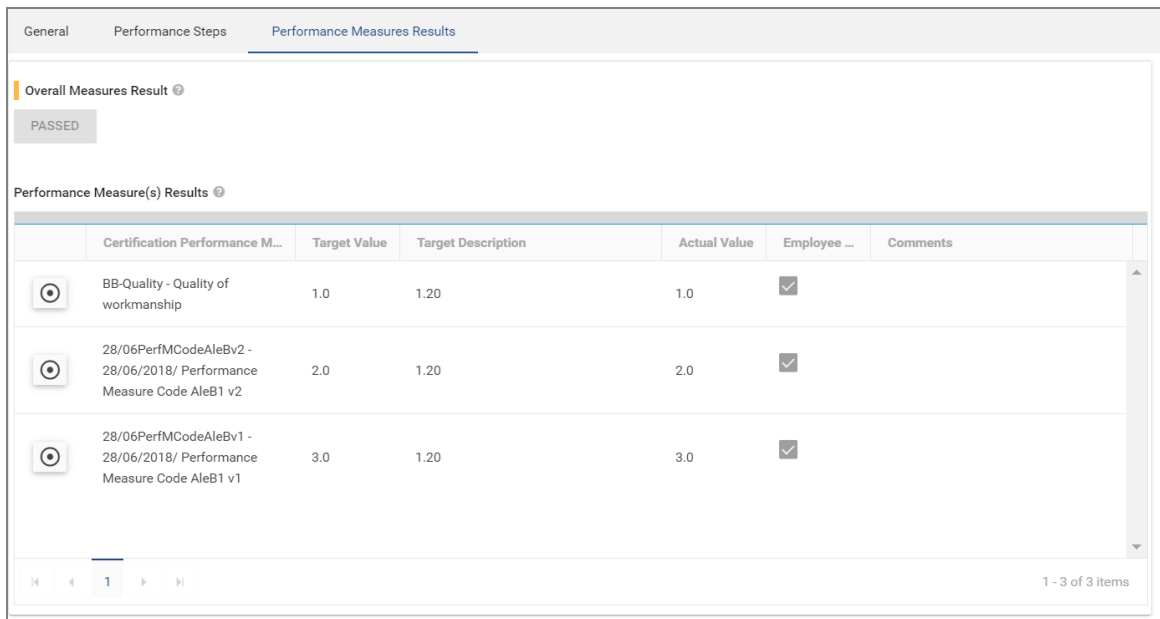
The General tab is used to define the basic details of an employee certification event. The Training Role field populates the other tabs with the information from the skills linked to the training role.

Fig. 64: Employee Certification Event screen, Performance Steps tab



The Performance Steps tab contains the skill performance step results, separated by each step. The Performance Step Results lists are populated from the Skill Performance Steps field in the Skills process. See "Skills" on page 46.

Fig. 65: Employee Certification Event screen, Performance Measures Results tab



The Performance Measures Results tab contains the results of the individual performance measures. This information is populated from the Certification Performance Measures process. See "Certification Performance Measures" on page 30.

When all measure results are marked complete, the Overall Measures Results toggle field will transition to Passed. If any results are not marked complete, the field will read Not Passed and fail validation. If there are no performance measure results items, the field will read N/A and pass the required field validation.

Employee Certification Event States

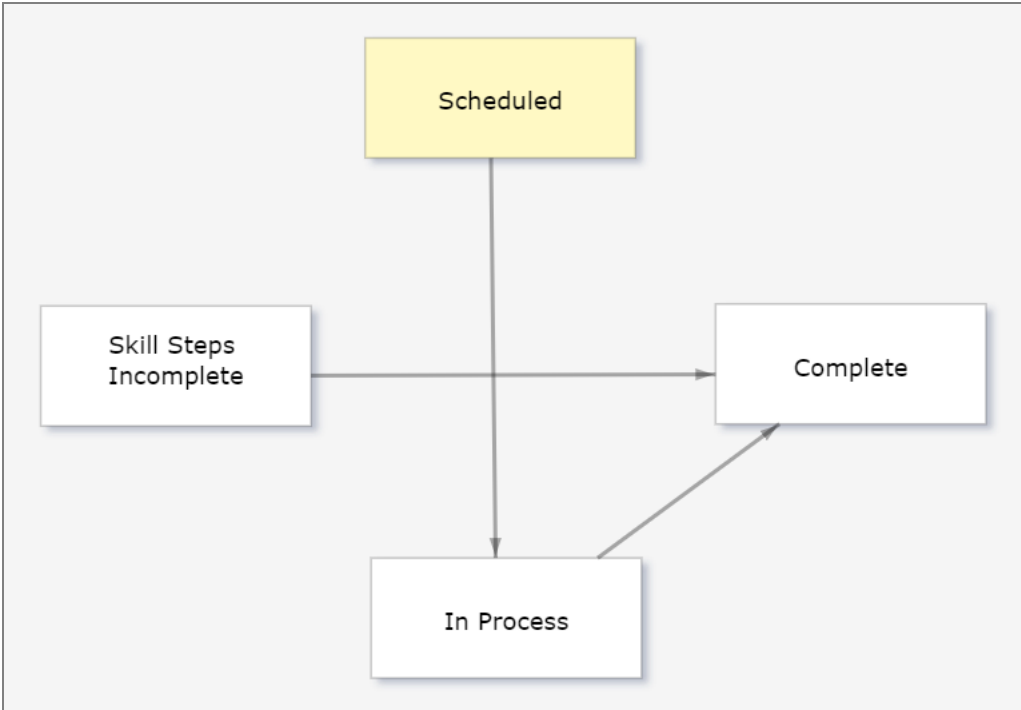
This section defines each state available in the workflow for the Employee Certification Event process. See "State Change Security" on page 114 to learn more about how these states transition.

Scheduled (Default). The certification event is scheduled, but not yet complete.

In Process. The certification event is currently in progress.


Skill Steps Incomplete. One or more skill performance steps are not complete. These must be finished before the certification event can be moved to the Complete state.

Complete. The certification event is completed.



Employee Certification Event Tasks

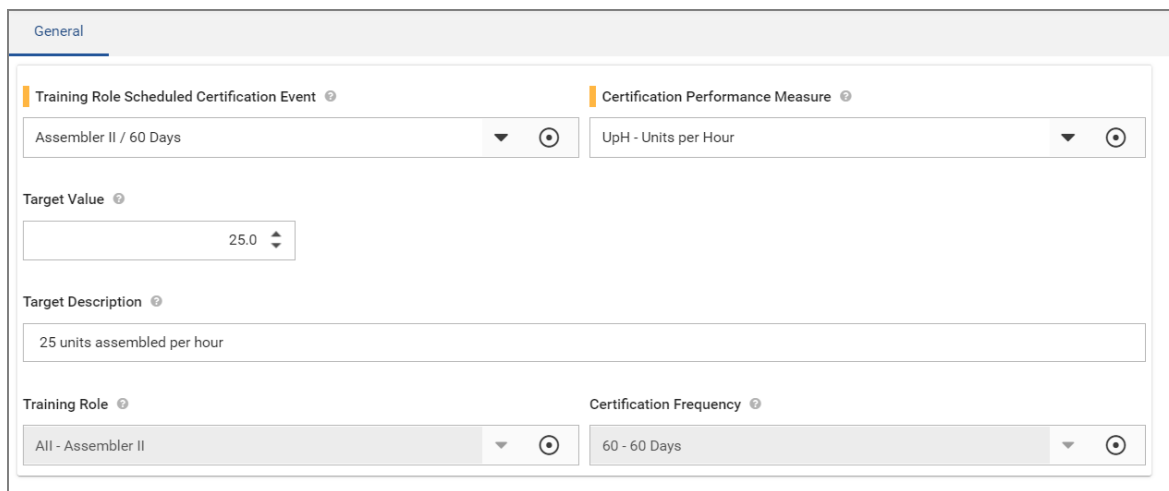
Adding a New Employee Certification Event

1. Select Training Roles from the left navigation sidebar. Then double-click the record that you want to edit.
2. In the Employee Certification tab, click the Add New Item  button in the Certification Event Setup field.
3. Select a certification frequency. Click Save.
4. Navigate back to the newly created certification event.

Note: If you are unable to do this step, you may need to click the Refresh button in the toolbar before you open the record.

5. Navigate to the Performance Measures Setup tab. Click the Add New Item button in the Target Performance Measures field.
6. Select a certification performance measure.
7. Select the target value and enter a target description.
8. Click Save to save the new record.

Fig. 66: Performance Measure Setup



The screenshot shows a 'Performance Measure Setup' form with the following details:

- Training Role Scheduled Certification Event:** Assembler II / 60 Days
- Certification Performance Measure:** UpH - Units per Hour
- Target Value:** 25.0
- Target Description:** 25 units assembled per hour
- Training Role:** All - Assembler II
- Certification Frequency:** 60 - 60 Days

Creating a Certification Event


1. In the Training Role record, navigate to the Employee Certification tab.
2. Click the Add New Item  button in the Employee Certification field.
3. Select the employee who this certification is for and the date the certification will start. The other fields will default.

Fig. 67: Employee Certification

The screenshot shows a web form with four tabs: General, Prerequisites, Certification Events, and Certification Approval. The 'General' tab is active. It contains four fields:

- Employee:** A dropdown menu with 'Larry B' selected.
- Certification Start Date:** A date field with '7/2/2019' and a calendar icon.
- Certifier:** A dropdown menu with 'Rachel T' selected.
- Training Role:** A dropdown menu with 'All - Assembler II' selected.

4. Click Save to save the new record. When selecting the next state, click New.
5. Navigate to the Certification Events tab.
6. In the Certification Events field, click the Add New Item button.
7. Fill in the required fields, which are highlighted.
8. Click Save. When selecting the next state, click In Process.

Completing a Certification Event

1. In the Employee Certification search screen, double-click the record that you want to edit.
2. Navigate to the Certification Events tab. Double-click the line that you want to edit.

Note: As a certifier, you should have received an inbox action item for the employee certification event. You can also open the relevant record from the inbox action item.

3. Review the Performance Steps tab, then move the state to In Process and click Save.
4. Open the Performance Measure Results tab. Mark the steps as completed for each skill performance step. Fill in the Actual Value field and select each check box under the Employee Passed column.
5. Move the state to Complete. Fill in the Completed Date field. Click Save.

Note: If one or more skill performance steps are not marked Complete, the certification event will move to the Skill Steps Incomplete state. The Skill Performance Steps Results checklist will remain unlocked and editable, but the Performance Measures Results checklist will be locked.

6. Go back to the Employee Certification details screen. On the Certification Approval tab, select the Approved for Certification field.
7. Move the employee certification state to Ready for Approval. Click Save.

Fig. 68: Employee Certification Record, Certification Approval tab

General Prerequisites Certification Events **Certification Approval**

Approved for Certification ⓘ

YES

Certification Approval ⓘ

Current Level: 1						Overall Status: Approved
Level	Approver	Comments	System Notes	Timestamp	Approval Status	Sign Off
1	Rachel T	Certification is complete		Jun 14, 2018 10:19 AM	Approved	APPROVE / REJECT

8. Expand the Inbox panel and click the Refresh button. Then expand the Training Management section of the panel and locate the action item for Employee Certification Ready for Approval.
9. Complete the approval process by signing off on the action.

Training Events

Use Training Event records to define and store training plans, and to record completed training events. Training Event records define the approval process for training and allow you to track scheduled and completed training within your organization. Training employees is a vital part of any management system, and training events allow training to be scheduled and completed. Training Events track what training has occurred and provide proof of training for audit purposes.

Training event types define the approval process for training events. You can designate approvers and define the time period allocated for an approval. See "Training Event Types" on page 24.

You can also indicate whether the training event or training event log must be approved when each record is complete. See "Training Event Logs" on page 92.

Fig. 69: Training Events screen, General tab

Training Event Number 0000037

Scheduled Start Date/Time 5/4/2020 03:00

Scheduled End Date/Time 5/4/2020 04:00

Organizer \ Trainer George Deacon

Training Event Description Training on Ultrasound skills

General Attendees and Skills Training Log Training Event Approval Costs Links

Number of Days for Approval 7

Training Event Type QUAL - Quality Related Training

Supplier Led Training

Training Event Location Charger conference room

Completed Date 5/4/2020

Domain 10USA - USA Domain

Entity 10USACO - USA DIVISION

Site 10-100 - Ultrasound Mfg Site

First Name	Last Name	Title
Training Event Approver(s)		

Training Event Approvers Validation Training Event Approvers are Valid.

The General tab is used to define the basic details of a training event.

Fig. 70: Training Events screen, Attendees and Skills tab

Training Event Number

Scheduled Start Date/Time

Scheduled End Date/Time

Organizer \ Trainer

Training Event Description

General
Attendees and Skills
Training Log
Training Event Approval
Costs
Links

Skills

<input type="checkbox"/>	Skill Type	Skill
<input type="checkbox"/>	GEN - General	Product Testing SOP
<input type="checkbox"/>	GEN - General	General Assembly SOP
<input type="checkbox"/>	GEN - General	Packaging of Ultrasound

1 - 3 of 3

Attendees

<input type="checkbox"/>	Default Site	Full Name
<input type="checkbox"/>	10-100 - Ultrasound Mfg Site	Bob Leipwoski

1 - 1 of 1

Employee and Skills

<input type="checkbox"/>	Employee	Skill Type	Skill	Current Rating	Re
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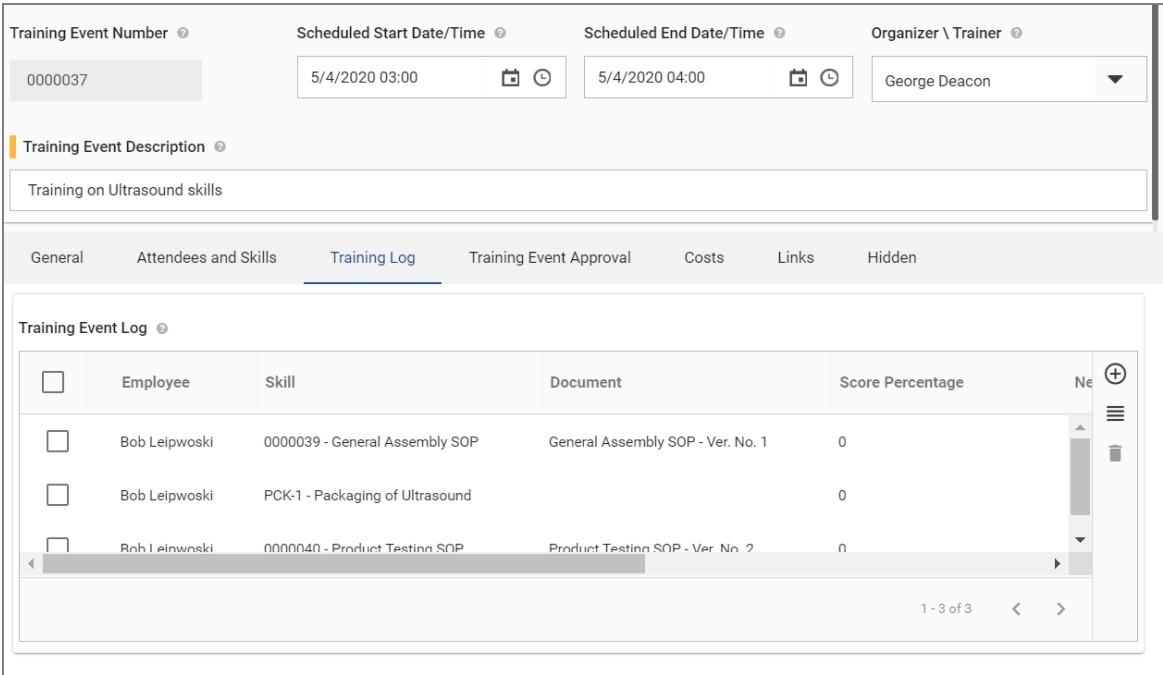
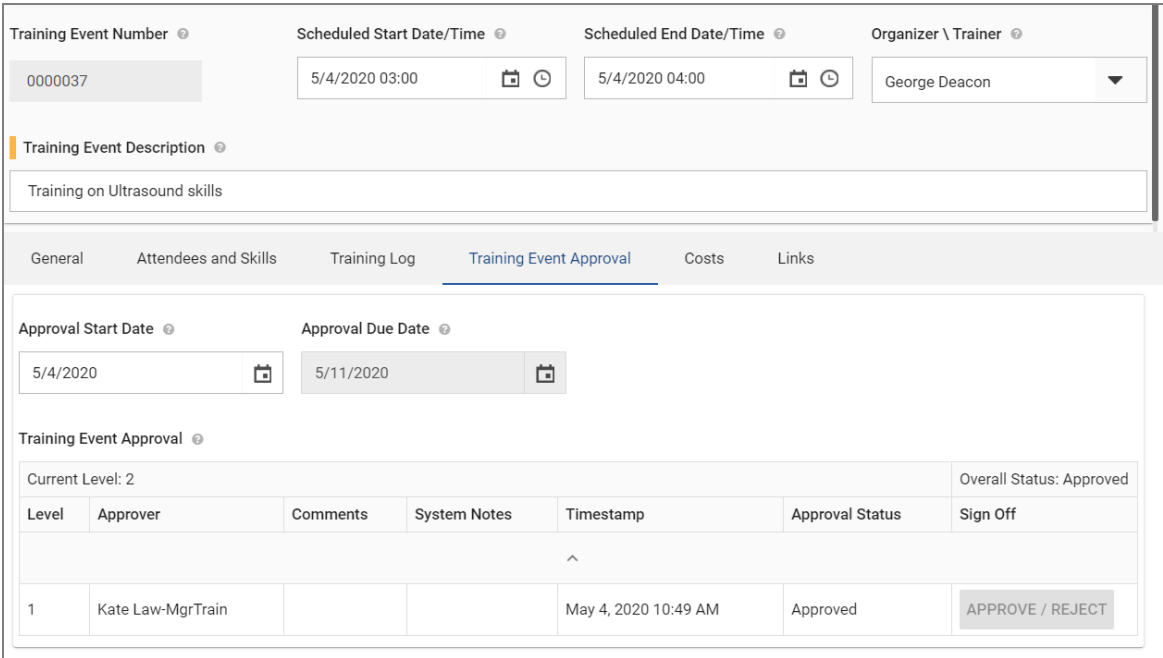
The Attendees and Skills tab identifies and summarizes the skills and attendees involved in the selected training event. You can use the Commands  button in the toolbar to populate the Attendees field based on skills, or vice versa.

Fig. 71: Training Events screen, Training Log tab



The Training Log tab shows a combination of each skill and attendee involved in the selected training event. This list, which is generated once the training event moves to the Session Complete state, is used to document the new rating of the skill/attendee combination that was achieved based on attending the training event.

Fig. 72: Training Events screen, Training Event Approval tab



If the training event requires approval, then two levels of approvers will use the Training Event Approval tab to sign off on the training event. Level 1 approvers are employees selected as approvers for the training event type. Level 2 approvers are employees selected as an approver on the training event.

Fig. 73: Training Events screen, Costs tab

Training Event Number: 0000037

Scheduled Start Date/Time: 5/4/2020 03:00

Scheduled End Date/Time: 5/4/2020 04:00

Organizer \ Trainer: George Deacon

Training Event Description: Training on Ultrasound skills

General Attendees and Skills Training Log Training Event Approval **Costs** Links

Trainee Cost Subtotal: \$750.00

Duration in Hours: 30.00

Average Hourly Rate: \$25.00

Cost Log

<input type="checkbox"/>	Entry Date	Cost Account	Description	Total
<input type="checkbox"/>	06/27/2019	VCD AN - VCD	Training Lunch - Monday	\$220.00
<input type="checkbox"/>	06/27/2019	VCD AN - VCD	Training Lunch - Wednesday	\$162.00
<input type="checkbox"/>	06/27/2019	VCD AN - VCD	Training Lunch - Tuesday	\$148.00

1 - 3 of 3

Cost Log Sub-total Total Event Costs

If the selected training event costs money, then the hourly rate, duration in hours, and total cost is defined in the Costs tab. You can also use the Cost Log field to create cost log items related to the training event. See "Cost Logs" in the [Gauge Management](#) user guide.

Fig. 74: Training Events screen, Links tab

Use the Link tab to select a document, process, manufacturing document, or quality alert that is related to the training event. Typically, the Document field populates automatically if the event was created from a document.

- See Documents in the [Document Control](#) user guide
- See Quality Alerts in the [CAPA & NCR](#) user guide
- See Processes and Manufacturing Documents in the [APQP Libraries](#) user guide

Training Events States

This section defines each state available in the workflow for the Training Events process. See "State Change Security" on page 114 to learn more about how these states transition.

Draft (Default). The training event is still being drafted and is not ready to be scheduled.

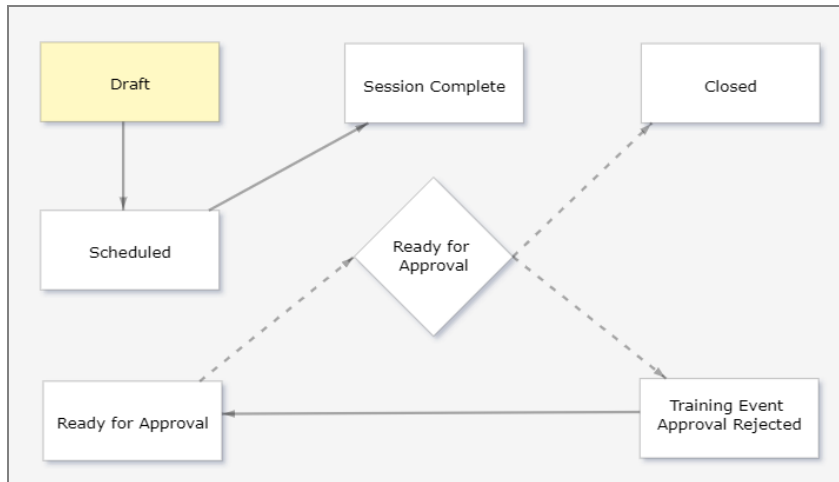
Scheduled. The training event is scheduled and attendees notified.

Session Complete. The training event session has been completed. Select this state once the training event has been given, which then updates the training event log information. For self-directed training, move to this state when the individuals are ready to take a competency test to complete their training.

Ready for Approval. The training event is ready for approval. The training event will be automatically set to this state once the event is moved to Session Complete if the training event requires approval.


Training Event Approval Rejected. The training event approval was rejected.

Closed. The training event is closed.




Training Events Tasks

Adding a New Training Event (Training Plan)

1. Select Training Events from the left navigation panel. Then, click the Add Item  button in the toolbar.
2. Select a training event type.
3. Enter scheduled start and end date and times for the training event.
4. The Organizer field defaults to the current user, but you can update the field to indicate the person organizing the training.
5. Enter a description for the training event.
6. Select the "Supplier Led Training" check box if the training event was led by a supplier. A Supplier drop-down field appears; select the supplier that led the training.
7. Click Save to save the new record, which automatically generates the training event number. When selecting the next state, click Draft or Scheduled. A draft training event is one that is not yet ready to be scheduled.

Adding Attendees and Skills to a Training Event

1. In the Training Events screen, navigate to the Attendees and Skills tab.
2. Click the Link  button in the Skills field. A small window opens.
3. Select the check box beside every skill you want to add to the event, then click OK.

Note: If your training event was created from another process, then the Skills field is automatically populated.

4. Repeat Steps 2-3 in the Attendees field to add employees who are invited to this training event.
5. Alternatively, you can use the Command button:
 - **Populate Attendees Based On Skills.** Once the Skills field is populated, click this command to add attendees to the Attendee field based on the employees linked to each skill.

- **Populate Skills Based On Attendees.** Once the Attendees field is populated, click this command to add skills to the Skills field based on the training roles linked to each employee.
6. Click Save.
 7. Select the status of the training event: Draft or Scheduled. If you have completed all of the setup you need, mark the training event status as Scheduled.
 - The training event coordinator is sent a notification.
 - The attendees receive notifications.
 - The Employee and Skills list is automatically populated. The list displays a record for each skill/attendee combination. These records are Employee Skill records and display ratings and related information.
 - If an Employee Skill record already exists for an attendee/skill combination, no new record is created.
 - If an Employee Skill record does not exist for an attendee/skill combination, a new record is created, indicating that the employee gained the skill from attending the training event. The Required Rating field for the skill is set to the lowest value because the employee does not require the skill based on the employee's Employee Title record.

Viewing the Effect of a New Training Plan on Employee Skills



1. In the Employee Skills search screen, click the Filter  button in the toolbar to open the Layout and Filters panel.
2. In the Filters panel, click the Apply button next to Required Training by Employee. The Filter Parameters dialog opens.

Fig. 75: Required Training by Employee filter

Employee Skills by Employee, All States	<input checked="" type="checkbox"/>
Employee Skills for Id	<input checked="" type="checkbox"/>
Employee Skills for Skill, TR and TD is not null	<input checked="" type="checkbox"/>
Employee Skills for Skill, Training Role	<input type="checkbox"/>
Employee Skills for Training Role, Active Only	<input type="checkbox"/>
Employees with Specific Active Skill	<input type="checkbox"/>
Historical Skills for Employee by Training Role	<input type="checkbox"/>
Required Training by Employee	<input checked="" type="checkbox"/>
Required Training by Employee and Role	<input checked="" type="checkbox"/>
Succession Planning by Employee	<input checked="" type="checkbox"/>
Succession Planning Skills by Employee and Role	<input checked="" type="checkbox"/>



3. Specify the employee whose record you want to view and click OK. The Employee Skills search screen is filtered to show records for only the employee you specified.

Fig. 76: Employee Skills, Filtered Results

The screenshot shows a web application interface for 'Employee Skills'. At the top, there is a navigation bar with a home icon, a search icon, and the text 'Employee Skills'. To the right of the navigation bar are several utility icons: a close button, a plus sign, a refresh icon, a print icon, a star icon, a share icon, a checkmark icon, a gear icon, a notification bell with a red '9' badge, a help icon, and a user profile icon for 'Rachel T'. Below the navigation bar, a filter bar indicates 'Current Filter: Required Training by Employee'. A dropdown menu is open, showing 'Drag a column header and drop it here to group by that column' and a search input field. The main content is a table with the following data:

Id	Employee	Skill	Current State	Training Event	Self-Directed
18	QA Specialist	MCP - Micrometer Calibration Procedure	Active	false	No
19	QA Specialist	SAFE - General Plant Safety	Active	false	No
20	QA Specialist	QSIA - Quality System Internal Auditor	Active	false	No
24	QA Specialist	QA001 - 00002 Quality Assurance Department Policy	Active	false	Yes
88	QA Specialist	0000006 - UTL Risk Policy	Active	true	Yes
90	QA Specialist	0000004 - Sexual Harassment Policy	Active	true	Yes

Marking a Training Event as Completed

1. In the Training Events search screen, double-click the relevant training event.
2. In the General tab, enter a value in the Completed Date field. You must specify a value in this field to mark the training event as completed.
3. Navigate to the Costs tab. Select an average hourly rate and the event duration in hours. Note that the Trainee Cost Subtotal field automatically calculates these two values together.
4. If applicable, add a cost log. Note that the Total Event Costs field automatically calculates all costs together. See "Cost Logs" in the [Gauge Management](#) user guide to learn more.
5. Click Save to save the record. When selecting the next state, click Session Complete.
 - The training log is updated.
 - If no approval is required, the system automatically sets the training event to Closed.
 - If approval is required, the system sets the training event to Closed when all approvers have recorded their approval.
 - If training event log approval is required, the system automatically sets the training event to Closed when all Training Event Log records are approved.

Updating Skills After a Training Event

When a training event is set to Session Complete, you can update the new skill rating that each attendee achieved from attending the training event.

1. In the Training Events search screen, double-click the relevant training event.
2. Navigate to the Training Log tab.
3. Double-click each employee listed to update the employee's rating.

Note: If a skill has associated training questions or if a document version linked to a skill has associated training questions, the system automatically uses the score that the employee received for the questions to determine the employee's new skill rating. You

can use the Update All New Skill Rating field to apply the same new skill rating to all attendees.

4. Click Save to save the record. The system updates the employee's Skill record.

Signing Off on a Training Event

Depending on configuration settings, employees who attend a training event may be required to complete a test or sign off that they attended the training event.

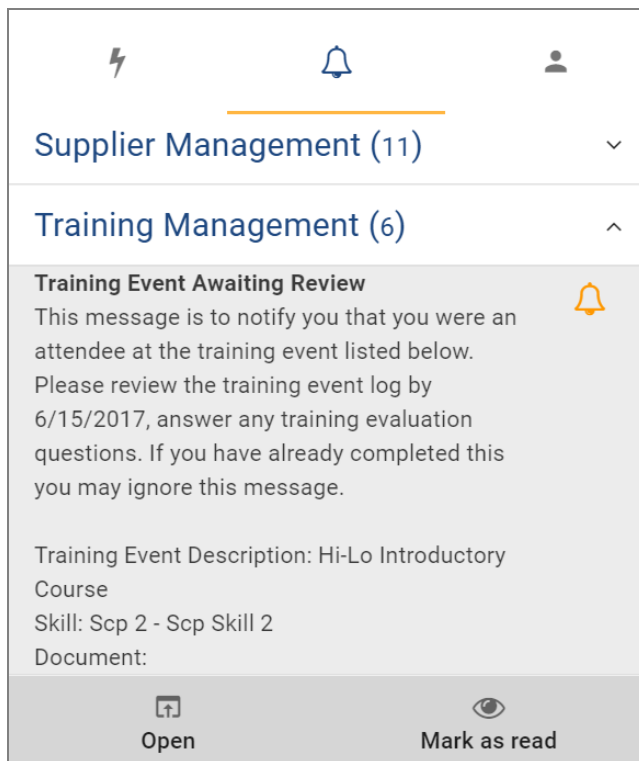
If sign-off is required, you receive an inbox notice to sign off on a training event that you attended.

1. Select the Inbox manager in the toolbar and navigate to the Assignments tab.
2. Expand the Training Management group of inbox actions to reveal the training event inbox action item.

Note: If you have attended multiple training events or if your training event included training on multiple skills, you may see more than one item on the list.

3. Click the training event item to reveal the inbox action options. Select Open to access the training event log.

Fig. 77: Training Event Inbox Message



4. If you need to complete a training evaluation, the questions are located in the Training Evaluation section of the Training Event Log record. You must answer these questions

before you can sign off on the training event. The score you achieve in the training evaluation questions determines your new skill rating.

5. Select an answer for each training evaluation question and then click Save. When you have answered all questions, you can sign off on the training event log.
6. To sign off, navigate to the Training Event Log Approval tab and click the Approve/Reject button. A small window appears.
7. In the Sign Off window, enter your password and select either Approve or Reject. Use the comments field to document any information about your decision. Comments are required for rejection.

Note: Once approval is finished, the training event log becomes Complete.

Training Event Logs

The Training Event Logs process coincides with the Training Event process. Use Training Event Log records to track a training event against the employee's record, or to evaluate an employee's proficiency on the relevant skills. The training event log may contain a series of questions related to the skill to test the knowledge of an employee. When the employee completes the training event, the system assigns a new skill rating to the employee, based on the employee's test results. If the training event log requires approval, then the employee may sign off on the log's process screen or through the Inbox. After the employee has signed off, the training evaluation questions are hidden from view. See "Signing Off on a Training Event" on the previous page for more information.

Training logs are created for each employee that was trained on each event skill, regardless of role requirement.

Fig. 78: Training Event Logs process screen

General

Please review the associated document (if available). Complete any Training Evaluation Questions by selecting the best answer for each question. NOTE: Some training logs may not have evaluation questions. Finally, if required, approve the training log by clicking the Approve/Reject button and entering your password.

Employee ⓘ **Skill** ⓘ

Bob Leipwoski ▼ 0000040 - Product Testing SOP ▼

New Skill Rating ⓘ **Training Event** ⓘ

Good - Able to complete skill all of the time ▼ ⊙ 0000037 ▼ ⊙

Training Event Description ⓘ

Training on Ultrasound skills

Document ⓘ

Product Testing SOP - Ver. No. 2 ▼ ⊙

Training Evaluation Questions ⓘ

	Question	Answer	Comments
⊙	When conducting a visual test, what should you inspect first?		
⊙	Which of the following issues indicate broken cables in the neck		

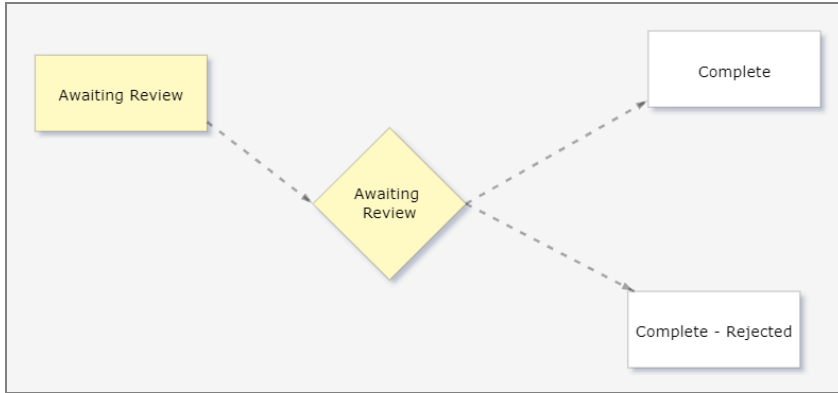
Training Event Log States

This section defines each state available in the workflow for the Training Event Log process. See "State Change Security" on page 114 to learn more about how these states transition.

Awaiting Review (Default). The training event log is awaiting review by an employee who must also answer the evaluation questions.

Complete. The training event log evaluation is complete and the new skill rating has been set. This state updates the employee's current skill information for the selected skill.

Complete – Rejected. The training event log was rejected by the attendee. This state does not update the employee's current skill information for the relevant skill.



Training Event Log Tasks

There are no tasks identified for this process.

Chapter 4

Inbox Messages

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Inbox Messages...96

Introduction to Inbox Messages

Most processes in the system require multiple people, departments, or groups to coordinate on completing a process. The inbox automates notifications sent to the appropriate users at specific times in the process.

An individual inbox action item represents a single task, approval, or notification that has been sent to you. This task will remain in your inbox until the necessary steps have been taken for completion.

Inbox messages can be separated into three different action types:

- **Assignment.** You are required to take some action in the system to move it beyond your workflow.
- **Approval.** Your approval is requested. You must approve or reject the process item.
- **Acknowledgment.** This is only for your information. You can acknowledge the notification to remove it from your inbox.

See the [User Interface](#) user guide to learn how to access inbox messages.

Inbox Messages

The table below describes each inbox action item involved in the Training Management application. In addition to title and description, the table indicates which process each item comes from, who receives the message, and when it is sent. See the [User Interface](#) user guide to learn more about inbox messages.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Training Role Has Pending Change	{ChangeInitiator_f} has an open change on Training Role {DisplayExpression_f}	Assignment	Sent to the Initiator when the current state changes to Pending Change.
Training Roles	Pending Change – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when the training role record is approved.
Training Roles	Status Change Active – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when approval for moving the current state to Active is approved.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Status Change Inactive – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when approval for moving the current state to Inactive is approved.
Training Roles	Pending Change – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Inactive is rejected.
Training Roles	Status Change Active – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Active is rejected.
Training Roles	Status Change Inactive – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Inactive is rejected.
Training Roles	Pending Change – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f} Skills to Add: {SkillstoAdd_f} Skills to Remove: {SkillstoRemove_f}	Approval	Sent to approvers when a training role is pending change.
Training Roles	Status Change Active – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f}	Approval	Sent to approvers when a training role status is being changed to Active.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Status Change Inactive – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f}	Approval	Sent to approvers when a training role status is being changed to Inactive.
Employee Skills	Notification of Frequency-Based Skill is About to Expire	Your {Skill_f} skill is about to expire.	Assignment	Sent to the employee when the skill has a frequency and is about to expire.
Employee Events	Coordinator – New or In Progress	This message is to notify you that you are the Coordinator for the following Employee Event. This action will remain on your list until the Employee Event is Complete. Employee: {Employee_f} Scheduled Start: {EventInitiatedDate_f} Scheduled End: {TargetCompletionDate_f}	Assignment	Sent to the Event Coordinator when the current state changes to New or In Process.
Employee Certifications	Employee – Certification Complete	Congratulations your certification to the Training Role {TrainingRole_f} is complete and you have been approved for certification.	Assignment	Sent to the employee when the current state changes to Complete and the Approved for Certification field is set to Yes.
Employee Certifications	Certifier – Approval Rejected	This message is to inform you that the following employee certification was rejected. Please review the approval comments and then make the necessary change and submit the certification for approval. Employee: {Employee_f} Training Role: {TrainingRole_f}	Assignment	Sent to the certifier when the current state changes to Approval Rejected.

Process	Title	Message	Action Type	Sent To / Sent When
Employee Certifications	Approvers – Ready for Approval	This message is to inform you that the following employee certification is awaiting your approval. Please either approve or reject the certification. Employee: {Employee_f} Training Role: {TrainingRole_f}	Approval	Sent to the approvers when the current state is Ready for Approval.
Employee Certification Events	Employee – Certification Scheduled	This message is to notify you that the following certification event has been scheduled for you to participate in. This is a notification message only and can be removed from your list by acknowledging the action. Training Role: {TrainingRole_f} Certification Frequency: {CertificationFrequency_f} Certifier: {Certifier_f}	Assignment	Sent to the employee when the current state is Scheduled and the schedule date is within 5 days of the current date.
Employee Certification Events	Certifier – Certification Scheduled	This message is to notify you that the following employee certification event has been scheduled for you to conduct. Please complete the certification event and then move the state of the event to complete when you're done. Employee: {Employee_f} Training Role: {TrainingRole_f} Certification Frequency: {CertificationFrequency_f}	Assignment	Sent to the certifier when the current state is Scheduled and the schedule date is within 5 days of the current date.

Process	Title	Message	Action Type	Sent To / Sent When
Training Events	Organizer – Scheduled	<p>This message is to notify you that you are the Organizer and/or Trainer for the following scheduled training event. Please complete the training and then move the state of this training event to session complete:</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Scheduled Start: {ScheduledStartDateTime_f}</p> <p>Scheduled End: {ScheduledEndDateTime_f}</p>	Assignment	Sent to the Organizer when the current state changes to Scheduled.
Training Events	Organizer – Approval Rejected	<p>This message is to inform you that the approval for the following training event was rejected. Please review the rejection comments, make the necessary changes and re-submit for approval.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Completed Date: {CompletedDate_f}</p>	Assignment	Sent to the Training Event Organizer when the current state changes to Training Event Approval Rejected.
Training Events	Organizer – Approver Escalation	<p>The following training event's approval is past due. Please notify the approver(s) that they must approve this training event. This message can be removed from your action list by acknowledging the action.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Completed Date: {CompletedDate_f}</p> <p>Organizer: {Organizer_f}</p>	Assignment	Sent to the Training Event Coordinator when the training event requires approval and the approval due date has passed.

Process	Title	Message	Action Type	Sent To / Sent When
Training Events	Organizer / Trainer – Draft	<p>This message is to notify you that you're the Organizer / Trainer for the following Training Event that is still in Draft. Please complete the necessary information and then set state of the Training Event to Scheduled:</p> <p>Training Event Description {TrainingEventDescription_f}</p>	Assignment	Sent to the Organizer when the current state is Draft and the training event is not scheduled.
Training Events	Approvers – Ready for Approval	<p>The following training event is ready for approval. Please either approve or reject the training event by {ApprovalDueDate_f}.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Completed Date: {CompletedDate_f}</p> <p>Organizer: {Organizer_f}</p>	Approval	Sent to the approvers when the current state changes to Ready for Approval.
Training Event Logs	Employee – Awaiting Review	<p>This message is to notify you that you were an attendee at the training event listed below. Please review the training event log by {ReviewApprovalDueDate_f}, answer any training evaluation questions. If you have already completed this you may ignore this message.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Skill: {Skill_f}</p> <p>Document: {Document_f}</p>	Assignment	Sent to the employee when the current state changes to Awaiting Review.

Process	Title	Message	Action Type	Sent To / Sent When
Training Event Logs	Employee – Complete	<p>This message is simply a notification that the following training evaluation was completed. Acknowledging this message will remove it from your list.</p> <p>Skill: {Skill_f}</p> <p>Document: {Document_f}</p> <p>Maximum Score: {MaximumScore_f}</p> <p>Your Score: {YourScore_f}</p> <p>New Skill Rating: {NewSkillRating_f}</p>	Assignment	Sent to the employee when the current state changes to Complete.
Training Event Logs	Organizer – Escalation	<p>The following training event log is past due. Please notify the employee that they must complete this training event log record. This message can be removed from your action list by acknowledging the action.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Completed Date: {ReviewApprovalDueDate_f}</p> <p>Employee: {Employee_f}</p>	Assignment	Sent to the Training Event Organizer when the current state is Awaiting Review or Ready for Approval and the current date is past the Review/Approval Due Date.
Training Event Logs	Reports To – Escalation	<p>A member of your team recently attended a training event and the training event log is past due. Please notify the employee that they must complete this training event log record. This message can be removed from your action list by acknowledging the action.</p> <p>Training Event Description: {TrainingEventDescription_f}</p> <p>Completed Date: {ReviewApprovalDueDate_f}</p> <p>Employee: {Employee_f}</p>	Assignment	Sent to the employee's supervisor when the current state is Awaiting Review or Ready for Approval and the current date is past the Review/Approval Due Date.

Chapter 5

Metrics and Reports

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Introduction to Metrics and Reports

The QMS system includes reporting and metric features that let you analyze the data in each process, measuring efficiency and effectiveness. The metrics and reports available differ between each process.

Report are generated within each process, either from the search screen or the detail screen. Metrics and key process indicators (KPIs) are gadgets that can be placed on one of your dashboards.

See the [User Interface](#) user guide to learn how to generate reports, metrics, and KPIs.

Reports

Pre-set reports have been set up to be pulled on a process by process basis, though not every process has a pre-set report. Certain reports require additional parameters in order to be previewed. The parameters are listed on the right side of the preview window. If a report requires parameters, then this pane will automatically appear. Once you have selected the desired parameters, click the Preview button to see the report preview.

Below is a table that describes each report available in the Training Management application. In addition to title and description, the table indicates which process each report comes from and whether it is pulled from the search screen or detail screen. Lastly, if the report requires specific parameters in order to be generated properly, a description of those parameters is included below that report. See the [User Interface](#) user guide to learn how to access reports.

Process	Pulls From	Title	Description
Certification Event Frequencies	Detail Screen	Audit Trail – Certification Event Frequencies	Provides a path of how the record has progressed over time with changes (who, what, and when).
Certification Performance Measures	Detail Screen	Audit Trail – Certification Performance Measures	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Certifications	Detail Screen	Audit Trail – Employee Certifications	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Event Types	Detail Screen	Audit Trail – Employee Event Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Events	Detail Screen	Audit Trail – Employee Events	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Skills	Detail Screen	Audit Trail – Employee Skills	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	Pulls From	Title	Description
Employee Skills	Search Screen	Position Backup Review	Provides a path to see (based on Employee Title) which employees have the necessary skills identified in the Employee Title record based on a percentage complete.
Employee Titles	Detail Screen	Audit Trail – Employee Titles	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Titles	Search Screen	Employee Title Organization	Provides a report based on Site to output all Employee Titles together with their reporting titles and job description.
Employees	Detail Screen	Audit Trail – Employees	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employees	Detail Screen	Employee Detail Report	Provides a report of an individual employee that details their basic information, title information, employee skills, and training information.
Employees	Search Screen	Employee Matrix filtered by Department	Provides a report filtered by site and department to show all relevant skills for that area and listing documents for each skill.
Employees	Detail Screen	Employee Matrix filtered by Reports To	Provides a report filtered by site and the user that the employee reports to in order to show all relevant skills for that area and listing documents for each skill.
Employees	Search Screen	Position Backup Review	Provides a path to view (based on Employee Title) those within the organization that have the necessary skills to back up a selected title.
Review Frequencies	Detail Screen	Audit Trail – Review Frequencies	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skill Ratings	Detail Screen	Audit Trail – Skill Ratings	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skill Types	Detail Screen	Audit Trail – Skill Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skills	Detail Screen	Audit Trail – Skills	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skills	Detail Screen	Skill Audit Comparison	Provides a path of the number of skill audits completed for each employee within a date range.
Training Event Logs	Detail Screen	Audit Trail – Training Event Logs	Provides a path of how the record has progressed over time with changes (who, what, and when).
Training Event Types	Detail Screen	Audit Trail – Training Event Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Training Events	Detail Screen	Audit Trail – Training Events	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	Pulls From	Title	Description
Training Events	Detail Screen	Training Acknowledgment	Provides a document of a specific employee giving written acknowledgment that they attended the training event.
Training Events	Search Screen	Training Hours by Department	Provides a path to view training hours by department over a selected date range.
Training Events	Search Screen	Training Hours by Site	Provides a path to view the sum of hours consumed in training by site and over a selected date range.
Training Roles	Detail Screen	Audit Trail – Training Roles	Provides a path of how the record has progressed over time with changes (who, what, and when).

Metrics

Below is a table that describes each metric available in the Training Management application. In addition to title and description, the table indicates which process each metric comes from. Lastly, if the metric requires specific parameters in order to be generated properly, a description of those parameters is included below that metric. See the [User Interface](#) user guide to learn how to access reports.

There are no metrics available for this application.

KPIs

Below is a table that describes each KPI available in the Training Management application. In addition to title and description, the table indicates which process each KPI comes from. Lastly, if the KPI requires specific parameters in order to be generated properly, a description of those parameters is included below that KPI. See the [User Interface](#) user guide to learn how to access reports.

There are no KPIs available for this application.

Chapter 6

Security Settings

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Security Roles

Security roles define how various users access and control different types of processes and data. These roles are then assigned to each user. Some roles are used by many users, while others may only be applied to one or two individuals.

The following security roles apply in the Training Management application.

All Roles

Any security applied to this special system role applies to all users of the system.

APQP Administrator

Allows you to add, edit, and remove records in any process in the APQP application.

Cost Log Add/Edit

Allows you to add new and edit Cost Log items. Upon adding a Cost Log record, you become the person who logged the record by default. Only the person who logged the record or the Cost Log Administrator security role are able to edit the Cost Log record.

Cost Log Administrator

Allows you to add new Cost Log Accounts and Cost Logs. The Cost Log Administrator also has the ability to edit any Cost Log as if they were the employee who entered the Cost Log record.

Device Administrator

Allows you to add new Device History Records information. The Device Administrator also has the ability to edit any device history record as if they were the owner of the device history record.

Document Maintenance

Allows you to add and remove document types, drawing types, document templates, and record types, as well as add review frequencies. Additionally, you can view and edit all fields within those processes. Typically, this maintenance account is only given to one or two individuals responsible for setting up this data for others to use.

Document/Manual Add/Edit

Allows you to add and edit new documents, manuals, and document hard copies. Upon adding a document or manual, you become the document or manual owner by default. The document or manual owner, document editors, and the Document Administrator security role are the only users who can edit the document or manual.

Documents Administrator

Allows you to add, edit, and remove records in any process in the Document Control application.

Documents Champion

Allows you to add records in any process in the Document Control application.

Employee Role Add

Allows you to add new employee role records and to edit existing records.

Employee Certification Add

Allows you to add and edit employee certification and employee certification event records.

Employee Events Add

Allows you to add and edit employee event records.

Employee Role Add

Allows you to add and edit employee roles.

Employee Title Add

Allows you to add and edit employee title records.

System Administrator

Allows you to add and remove security roles, domains, entities, sites, locations, generalized code types and generalized codes, product lines, item groups, item types, review frequencies, company types, cost accounts, and units of measure. In addition to the ability to add and remove items, you can also view and edit all fields for the processes listed. Typically, the System Administrator role is only given to one or two individuals who are responsible for setting up data for others to use.

System View

System View is a generic role that most users and applications use. This role allows you to view (but, in most cases, not to edit) much of the non-sensitive data in the system. The ability to view data is still subject to your access to navigate to and open a process.

Training Administrator

Allows you to add and edit skill training questions, as well as employee, employee title, employee role, skill, and training event records.

Training Champion

Allows you to add and modify records in any process in the Training Management application.

Training Event Add

Allows you to add a training event record in the Training Management application.

Training Event Add/Edit

Allows you to add and edit training event records.

Training Event Maintenance

Allows you to add, edit, and delete training event records and training event type records in the Training Management application.

Training Maintenance

Allows you to add, edit, and delete records in the following processes: skill types, skill ratings, training event types, employee event types, certification event frequencies, certification performance measures, and review frequencies.

Training Module Maintenance

Allows you to add and delete records in the following processes: skill types, skill ratings, employee event types, and review frequencies. You can also view and edit data for these processes. Typically, this role is only assigned to one or two individuals responsible for setting up data for others to use.

Training Navigation

Allows you to have a read-only view of the following processes: training events, employee skills, employee events, employee certifications, employees, and employee titles.

Training Roles Add/Edit

Allows you to add and edit a training role record in the Training Management application.

Process Security Roles

The tables below list the types of security roles that provide you with permissions to work with each individual process, namely whether they have permission to add or remove items for that process.

Global Choice

Role	Add	Remove
Auditing Administrator	✓	✓
Auditing Champion	✓	X
Auditing Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Review Frequencies

Role	Add	Remove
Document Administrator	✓	✓
Document Champion	✓	X
Document Maintenance	✓	X
Supplier Management	✓	✓
System Administrator	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Skill Types

Role	Add	Remove
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Skill Ratings

Role	Add	Remove
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Training Event Types

Role	Add	Remove
Training Administrator	✓	✓
Training Champion	✓	X
Training Event Maintenance	✓	✓
Training Maintenance	✓	✓

Employee Event Types

Role	Add	Remove
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Certification Performance Measures

Role	Add	Remove
Employee Certifications	✓	X
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Certification Event Frequency

Role	Add	Remove
Employee Certifications	✓	X
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Employee Titles

Role	Add	Remove
Employee Maintenance	✓	✓
Employee Title Add/Edit	✓	X
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	X	✓

Training Roles

Role	Add	Remove
Employee Maintenance	✓	✓
Employee Role Add	✓	X
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	X	✓
Training Roles Add/Edit	✓	X

Skills

Role	Add	Remove
Skill Add/Edit	✓	X
Skill Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	X	✓

Employees

Role	Add	Remove
Employee Add/Edit	✓	X
Employee Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	X	✓

Employee Skills

Role	Add	Remove
Training Administrator	X	✓

Employee Events

Role	Add	Remove
Employee Events Add/Edit	✓	X
Employee Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	X	✓

Employee Certification

Role	Add	Remove
Employee Certifications	✓	X
Employee Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	X

Employee Certification Event

Role	Add	Remove
Employee Certification Add/Edit	✓	X
Training Administrator	✓	✓
Training Champion	✓	X
Training Maintenance	✓	✓

Training Events

Role	Add	Remove
Training Administrator	✓	✓
Training Champion	✓	X

Role	Add	Remove
Training Event Add/Edit	✓	X
Training Event Maintenance	✓	✓

Training Event Logs

Role	Add	Remove
Training Administrator	✓	✓
Training Event Add	✓	X
Documents Administrator	✓	X
Document/Manual Add/Edit	✓	X

State Change Security

As you complete tasks in the system, changes occur based on your activities (such as changing a record's state) and when other events occur (such as a specific amount of time passing). The changes based on your activities are called **actions**, while the event-based changes are called **transactions**. The main difference between the two is the initiator: actions are performed by users, and transactions are managed by the system.

Each system change may depend on a number of factors, including where you are in the system, who is involved, which fields are populated, and more. It is important to know the actions and transactions for each process because these affect your ability to complete a task.

The following sections describe two main pieces of information for each process:

1. Which users (by role) can change the state of a record.
2. The conditions that must be met to initiate a transactions.

Review Frequencies

Role	Active >> Inactive	Inactive >> Active
Document Administrator	✓	✓
Document Maintenance	✓	✓
System Administrator	✓	✓

Skill Types

Role	Active >> Inactive	Inactive >> Active
Training Module Maintenance	✓	✓

Training Event Types

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓
Training Champion	✓	✓

Role	Active >> Inactive	Inactive >> Active
Training Event Maintenance	✓	✓
Training Maintenance	✓	✓

Employee Event Types

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓
Training Champion	✓	✓
Training Maintenance	✓	✓

Certification Performance Measures

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓

Certification Event Frequencies

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓

Employee Titles

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓

Training Roles

Role	Active >> Pending Change	Inactive >> Pending Status Change to Active	Initial Setup >> Pending Change
Training Administrator	✓	✓	✓
Training Roles Add/Edit	✓	✓	✓

Skills

Role	Active >> Inactive	Inactive >> Active
Skill Add/Edit	✓	✓
Skill Maintenance	✓	✓
Training Administrator	✓	✓
Training Champion	✓	✓

Employee

Role	Active >> Inactive	Inactive >> Active
Training Administrator	✓	✓
Training Maintenance	✓	✓

Employee Skills

Role	Active >> Exempt	Exempt >> Active
Training Administrator	✓	✓
Training Champion	✓	✓
Training Maintenance	✓	✓

Employee Events

Role	Complete >> In Process	In Process >> Complete	New >> Complete	New >> In Process
Employee Events Add/Edit	✓	✓	✓	✓
Employee Maintenance	✓	✓	✓	✓
Training Administrator	✓	✓	✓	✓
Training Champion	✓	✓	✓	✓
Training Maintenance	✓	✓	✓	✓

Employee Certifications

Role	Approval Rejected >> Ready for Approval	In Process >> Ready for Approval	New >> In Process
Employee Certifications	✓	✓	✓
Employee Maintenance	✓	✓	✓
Training Administrator	✓	✓	✓
Training Champion	✓	✓	✓

Employee Certification Event

Role	Scheduled >> In Process	Skill Steps Incomplete >> Complete	In Process >> Complete
Employee Certifications Add/Edit	✓	✓	✓
Training Administrator	✓	✓	✓
Training Champion	✓	✓	X
Training Maintenance	✓	✓	✓

Training Events

Role	Draft >> Scheduled	Scheduled >> Session Complete	Training Event Approval Rejected >> Ready for Approval
All Roles	✓	✓	✓
Training Administrator	✓	✓	✓
Training Champion	✓	✓	✓
Training Event Add/Edit	✓	✓	✓

Training Event Logs

Role	Organizer Review >> Complete
All Roles	✓

Transactions

Training Event Types

Requires Training Event Approval is Not Checked

When the "Requires Training Event Approval" check box is **not** selected, the Training Event Type Approvers field is hidden.

Employee Titles

Active and Create Training Role True

The system creates a training role using the employee title name when the following conditions apply:

- The current state is Active
- The "Automatically Create Training Role" field is selected
 - The field was previously unselected

The system then links the newly created training role to the employee title and clears the "Automatically Create Training Role" field.

Active With Employees

When the current state is Active and the Employee Title record has employees associated with it, the system automatically hides the "Make Inactive" check box for the Employee Title record.

Active With No Employees

When the current state is Active and the Employee Title record does **not** have employees associated with it, the system automatically hides the "Set State Inactive" field for the Employee Title record.

State is Inactive

When the current state is Inactive, the system automatically hides both the "Make Inactive" field and the "Set State Inactive" field.

Make Inactive Checked

When you select the "Make Inactive" field for the Employee Title record, the system automatically sets the current state to Inactive.

New or Removed Training Roles

When you add or remove training roles, the system automatically updates the relevant Employee records.

Required Training Roles List is Not Empty

When the Required Training Roles list contains records, the system automatically hides the "Automatically Create Training Role" field.

Training Roles

When Active

When the current state moves from Initial or Approved to Active, the system automatically inserts new Employee Skill records for the new training role skill and inserts the relevant new employee succession development skills.

Make Training Role Inactive Checked

When the "Make Training Role Inactive" check box is selected, the system updates the current state to Pending Status Change to Inactive.

Moved from Initial to Active

When the current state moves from Initial to Active, the system automatically updates the state of the training role skills to Active.

State is Approved

When the training role state is Approved, the system automatically updates the Employee Skill records for any employees who are members of the training role.

State Moves to Change

When the training role state is Pending Change, the system automatically notifies the change initiator that a change is open.

State Is Not Active

When the current state is NOT Active, the "Make Training Role Inactive" field is hidden.

State is Not Pending Change to Active

When the current state is NOT Pending Change to Active, the "Approve Status Change to Active" field is hidden.

State is Not Pending Change to Inactive

When the current state is NOT Pending Change to Inactive, the "Approve Status Change to Active" field is hidden.

State Move to Active is Approved

When the current state is pending a change to Active and the move is approved, the system sends notification to training administrators to inform them of the situation. The training roles state then moves to Active.

This inbox action is for notification purposes only and, if you receive the notification, you can remove it from your Inbox by acknowledging it.

State Move to Active is Rejected

When the current state is pending a change to Active and the move is rejected, the system sends notification to training administrators to inform them of the situation. The training roles state then moves back to Inactive.

This inbox action is for notification purposes only and, if you receive the notification, you can remove it from your Inbox by acknowledging it.

State Move to Inactive is Approved

When the current state is pending a change to Inactive and the move is approved, the system sends notification to training administrators to inform them of the situation. The training roles state then moves to Inactive.

This inbox action is for notification purposes only and, if you receive the notification, you can remove it from your Inbox by acknowledging it.

State Move to Inactive is Rejected

When the current state is pending a change to inactive and the move is rejected, the system sends notification to training administrators to inform them of the situation. The training roles state then moves back to Active.

This inbox action is for notification purposes only and, if you receive the notification, you can remove it from your Inbox by acknowledging it.

State is Rejected

When the training role state moves to Rejected, the system automatically clears all skills associated with the rejected training role from the Skills to Add and Skills to Remove fields. The current state is moved back to Active.

State Moves to Inactive

When the current state changes from Pending Change to Inactive, the system automatically updates the records of employees with the current role.

Skills

Active and Not Skills Defaulted

When the current state is Active and the Roles Defaulted field is not selected, the system updates the state to Active for each Training Role Skill record associated to this skill. This ensures that other transactions on the Employee Training Role Skills process will execute.

Inactive

When a skill is set to Inactive, the system automatically executes the following actions:

- The Training Role Skills record is removed.
- The current skill is unlinked from Training Events records in the Draft state.
- The linked employee skills are updated to the Historical Requirement state.

Initial Save

When the record is saved for the first time, the newly created skill is linked to required training roles and skills.

New Skill Added

When you add a new skill, the system automatically adds the new skill to a training role, based on the skill type associated with the skill.

Employees

State is Inactive

When the state of an Employee record is Inactive, the system automatically updates the employee's skill status to Inactive.

State Moves from Inactive to Active

When the state of an Employee record moves from Inactive to Active, the system automatically updates the employee's skill status to Active.

State is Not Inactive

When the current state is NOT Inactive, the system automatically:

- Links training roles based on title roles.
- Inserts any skills defined for the employee's training roles. The current approach for inserted skills is to set the skill rating ID to 1.
- Updates:
 - Existing employee skills to the non-required succession development training role.
 - Employee skills to Active.
 - Employee Skill records for that skill to the highest current rating.

Clear Succession Title

When the values in the Succession Development Title field and the current Employee Title field are the same, the system automatically removes all succession role skills and all succession roles.

Delegate Approver Changes

When the Delegate Approvers state is changed, the delegate approver is set on the Employee record.

Employee's Title Changed

When the employee's title is updated, the system automatically unlinks all training roles associated with the old employee title.

Succession Development Title Added

When a succession development title is added to the Employee record, the system automatically inserts any training role defined for the selected succession development title into the employee's succession development roles list.

Succession Development Title and Current Title are Different

When the Succession Development Title field and the Employee Title fields are different and the Succession Development Title is not blank, the system automatically sets the employee's

previous title to be the employee's current title.

Hide the Previous Title Field

When the employee's title and previous title are the same or if the Previous Title field is blank, the system hides the Previous Title field.

Is a Site is Not ITAR Required

When the default site and all selected additional sites do NOT contain an ITAR requirement, the "ITAR Compliant?" field is hidden.

Training Roles Removed

When you remove a training role, the system automatically removes any associated employee skills for the training role.

Load Skills for Succession Development Title

When a succession development role is assigned to an employee, the system automatically inserts any skills defined for the employee's succession development training roles and sets the skills' state to Nonrequired – Succession Planning.

Succession Development Title Removed

When an employee's Succession Development Title field is cleared, the system automatically clears the associated succession training roles and skills.

Employee Skills

Selects the Training Required Field

The system automatically selects the Requires Training field for the specified employee skill when the following conditions apply:

- The employee skill state is Active.
- The Rating Deficiency field, Frequency Expired field, or Document Change field is selected

OR

- The Training Event field is selected.

Update Requires Training False

The system automatically clears the Requires Training field for the specified employee skill when the following conditions apply:

- The employee skill state is Active.
- The Rating Deficiency field, Frequency Expired field, or Document Change field is blank/cleared.

AND

- The Training Event field is blank/cleared.

Similarly, if the employee skill state is Historical Requirement, the system also clears the Training Required field for the employee skill.

Active

When the current employee skill state is Active and the employee's current rating for the skill is less than the required rating, the system automatically selects the Rating Deficiency field. Otherwise, the field is cleared.

Active and Expired

When the current state is Active and the date in the Expires On field has passed, the system automatically selects the Frequency Expired field.

Ad Hoc Skill

When an employee skill does not have an associated training role, the system automatically selects the Ad-Hoc field.

Expires On Is Null

When the Expires On field is empty, the system automatically hides the Expires On and Frequency Expired fields for a skill.

Employee Events

Completed

When the current state is Complete, the system automatically sets the Completed Date field to the current date.

New or In Process

When the current state transitions to New or In Process, the system notifies event coordinators that they have an employee event that is New or In Progress.

Employee Certifications

Approval Rejected

When the current state transitions to Approval Rejected, the system notifies certifiers that approval for the certification was rejected.

Complete and Approved.

When the current state transitions to Complete and the Approved for Certification field is selected, then the system notifies employees that they have been certified in a training role.

In Process, First Event

When the current state is In Process and there are no previous events, the system automatically creates the first scheduled certification events.

In Process, Not First Event

When the current state is In Process and there are previous certification events, the system automatically inserts a new Employee Certification Event record for each scheduled certification event for the selected training role.

Ready For Approval

When the current state is Ready for Approval, the system notifies approvers. This inbox action item remains in your inbox until you approve or reject it.

Employee Certification Events

Scheduled and Within 5 Days and Not Sent

When a record's current state is Scheduled, the Schedule Date is within or beyond five days of the current date, and the Notification Sent Date field is empty, then the Notification Sent Date is updated to the current date.

In addition, the following notifications are sent:

- The employee is alerted that a certification event has been scheduled that they must participate in.
- The certifier is alerted that they have an employee certification event to complete.

A New Record

When a new record is created in the Scheduled state while the Scheduled Date field is empty, the following fields are automatically updated:

- Schedule Date
- Employee
- Certifier

Training Events

Created from a Document

When the Training Event record was created from a document, the system links all attendees linked to the selected skill that require skill training and are active employees.

Created from Document and Draft

The Training Event record is saved in the Scheduled state when the following conditions are met:

- The current state is Draft.
- The training event was created from a document.
- The training event type does not require event approval.
- The training event type requires event log approval.
- The training event contains at least one skill.

Created from Document and Scheduled

The Training Event record's state is moved from Scheduled to Session Complete and the Completed Date field is populated with the current date when the following conditions are met:

- The record is saved in the Scheduled state.
- The training event was created from a document.
- The training event type does not require event approval.
- The training event type requires event log approval.
- The training event contains at least one skill.
- The training event contains at least one attendee.
- The linked document's Skill field is populated.

Default Skill Rating Changes or Logs are Added

A new skill rating is set in the training event logs when the following conditions are met:

- The default new skill rating changes.
- New training event logs are added.
- The current state is Session Complete.

Draft and Scheduled

When the current state is Draft or Scheduled, the following transactions occur:

- The system automatically inserts a skill for the training event, based on the selected document.
- The system analyzes the Attendees and Skills fields, and links all available Employee Skill records that match.
- The system unlinks all Active records from the Employee and Skills processes.

Hide Default New Skill Rating

The Default New Skill Rating field is hidden

No Event or Log Approval Required

When the training event type's Requires Training Event Approval field and Requires Training Event Log Approval field are empty, the training event's Number of Days for Approval field is hidden.

Ready for Approval

When the current state changes to Ready for Approval, the Approval Start Date field is updated to the current date and time.

State Session Complete

When the current state moves to Session Complete from a different previous state, the system automatically inserts an item into the Training Event Log field for each combination of skill and employee. For example, if a training event trains attendees on two skills and two employees sign up for the event, then four items are added to the training event log – one for each skill/employee combination.

State Moves to Session Complete and Update Logs is Selected

When the current state is Session Complete, Closed, or Ready for Approval, or if the Update All to Complete field is selected, the system changes the state of each training event log to Complete.

State is Session Complete and Training Logs are Complete

When the current state is Session Complete, all training logs are complete and no approval is required, then the training event is set to Closed.

State is Session Complete, Approval is Required, and Training Logs are Complete

When the current state moves to Session Complete from a different previous state, training event approval is required, and all training logs are completed, then the system automatically updates the state to Ready for Approval.

Supplier

When the "Supplier Led Training" check box is activated, a new field appears that allows you to select the supplier that performed the training.

Supplier Led Training is False

When the "Supplier Led Training" check box is not selected, the Supplier field is hidden.

Training Event Does Not Require Approval

When a training event type does not require approval, the following fields are hidden:

- Approval Due Date
- Approval Start Date
- Training Event Approval
- Training Event Approver(s)
- Training Event Approvers Validation

Training Event Logs

Awaiting Review

When the current state is Awaiting Review and the event has one or more questions, the system notifies employees that the training event session is complete.

Awaiting Review and All Questions are Answered

When the current state is Awaiting Review and all event questions are answered, the system automatically updates the employee's skill rating and updates the training event log state to Approval/Complete.

State is Awaiting Review, Event Requires Approval, and No Test Questions

When the current state is Awaiting Review, the training event logs require approval, and there are no test questions, then the system automatically updates the training event log state to Approval/Complete.

State is Complete Rejected

When the current state is Complete Rejected, the system automatically removes Employee Skill records if they were rejected when the employee skill was created from the training event.

State is Complete (New)

When the current state transitions to Complete, the system notifies employees that the training event session is complete and delivers the employee's training evaluation scores.

The system then updates the employee's current rating to the new skill rating, clears the Frequency Expired and Document Change fields, and updates the Last Trained Date on the Employee Skill record to show the training event completion date.

When the training event log state is Complete, the system also updates the associated training event.

No Evaluation Questions

When the training log has no questions, the following fields are hidden:

- Maximum Score
- Number of Questions, Score Percentage
- Training Evaluation Questions
- Your Score

State is Organizer Review

When the current state is Organizer Review, the system notifies organizers that the employee training session is complete. This inbox action item remains in your inbox until you move the training event log to another state.

Normally, the Organizer Review state arises if an employee does not have an Elements account, yet the training event log requires sign off by the employee.

State is Awaiting Review and the Approval Due Date Has Passed

When the current state is Awaiting Review or Ready for Approval and the review or approval due date has passed, the system notifies training event organizers that the training event log

record has not been approved or rejected, and that the approval due date has passed.

The system also notifies the employee's reports-to manager of the situation.

Fields Hidden

When there are no training evaluation questions, the system hides the following fields:

- Maximum Score
- Number of Question
- Score Percentage
- Training Evaluation Questions
- Your Score

If the selected training event type does not require approval for training event log records, the system hides the Training Event Log Approval field.

Chapter 7

Application Frequently Asked Questions (FAQ)

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Frequently Asked Questions

Why shouldn't I delete items?

Records should only be deleted when you are sure that they are no longer needed. Even though records use a soft delete mechanism, there is still work that must be done to restore an item once it has been deleted.

The best thing to do with an item that is no longer needed is to set it to Inactive, Retired, or Obsolete, whichever state is applicable. This way, the item historically remains in the system but cannot be used.

If you do need to delete an item for good, then use the Trash button in the toolbar. Typically, only the system administrator can delete items.

I just changed the state of a process. What happens now?

When a process' state makes a transition, the system typically takes some automated steps. Details about these steps are listed in the State Transitions section of each process in this user guide.

Typically, state transition steps perform one of three functions:

1. **Notifications.** Notifications are sent to the users that are responsible for the next state of a process.
2. **Field Update.** Fields that depend on a state, date, or action are updated.
3. **Another State Transition.** A process' state may be transitioned automatically by the system, depending on a state, date, or action update.

Some processes may not have any automatic state transitions. In that case, it is useful to check the States section to view the process' state map and read the definitions of each state.

You can also review the Task list for that process. Each list typically describes which state to select when saving a process record.