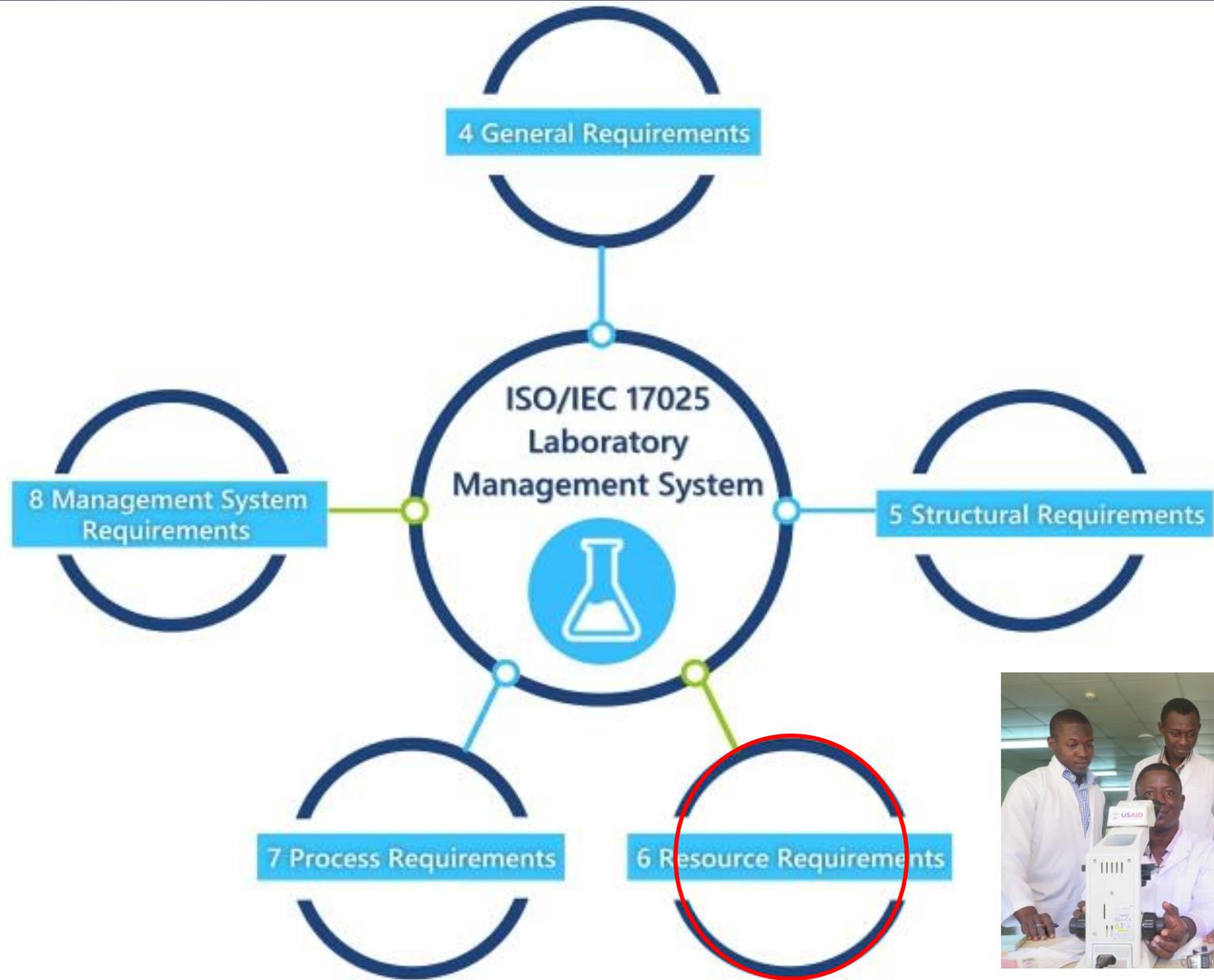


# L6 Human Resource & Competence Management



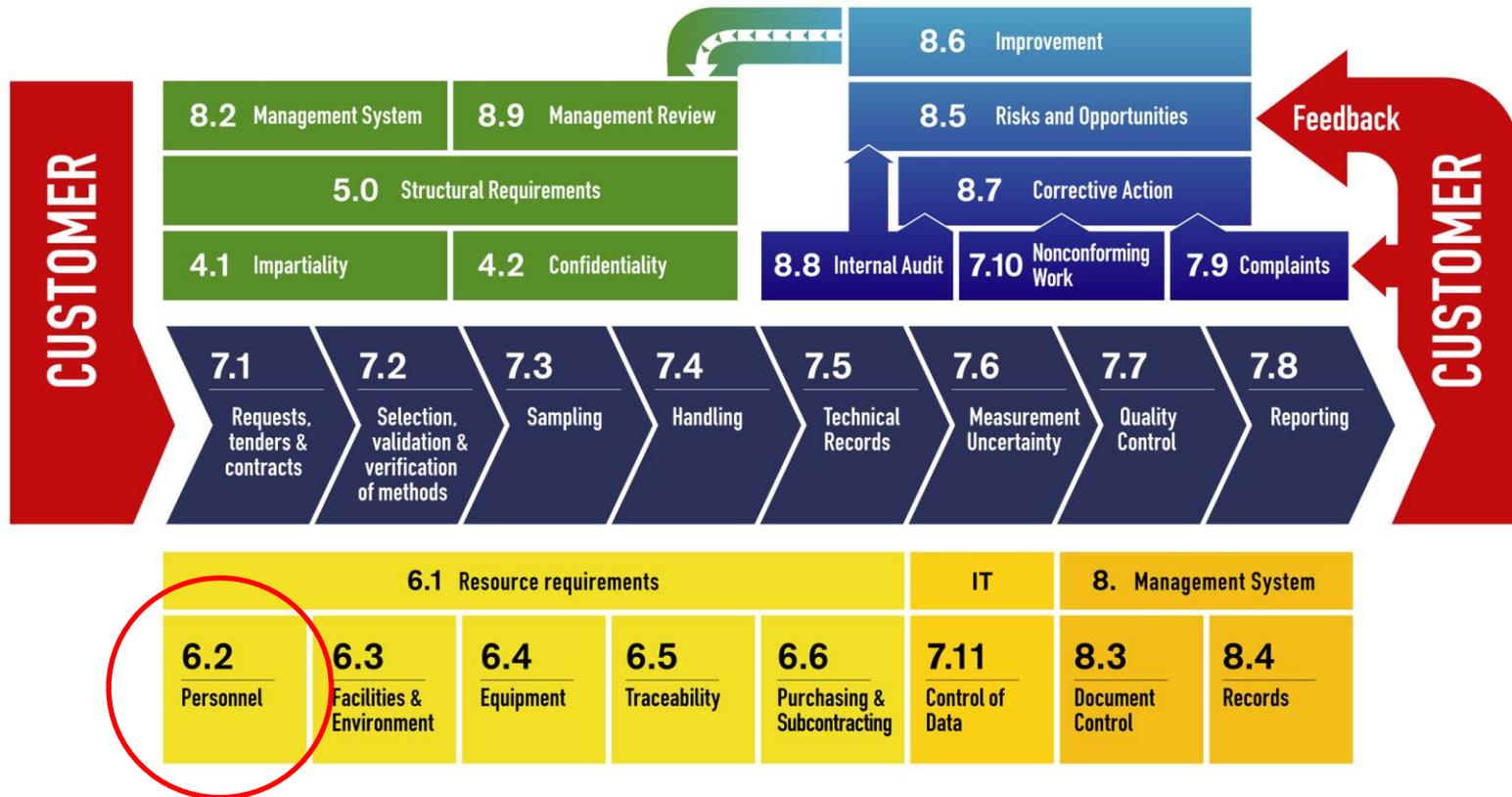
**IAEA**

International Atomic Energy Agency



# Structure

## ISO/IEC 17025: 2017



## 6.2 Personnel

6.2.1 All the personnel (Internal and External) perform impartially, be competent and work in accordance with the system

For example, it can be personnel that perform testing, calibration, sampling, technical activity maintenance of the equipment, or management system personnel, who evaluate suppliers and/or maintain the management system including internal auditing activities

## 6.2 Personnel

### 6.2.2 Document the competence requirements – 6 items

1. Education, 2. Qualification, 3. Training, 4. Technical knowledge, 5. Skills (like capacity to evaluate the significance of laboratory activities deviations) 6. Experience

6.2.3 Ensure competency to perform activities. Identify deviations and evaluate the significance of deviations

## 6.2 Personnel

6.2.4 Communicate to personnel their duties, responsibilities and authorities

6.2.5 Document procedure and records for determining competency, selection of personnel, training, supervision, authorization and monitoring competence

- Analyze results and giving statement of conformity/ opinions
- Report, review and authorization of results

## 6.2 Personnel

- 6.2.6 Authorize personnel to perform laboratory activities like:
- Develop, modify , verify and validate methods
  - Perform specific laboratory activities
  - Analyze results and giving statement of conformity/ opinions
  - Report, review and authorization of results

## 6.2 Personnel

- Management should ensure that the **number** of staff involved is sufficient to accomplish all the processes and that they are competent and impartial to assure that the processes are carried out properly.
- The main categories of staff that work at a dosimetry service are **technicians and physicists**. Both can be involved in administrative, methodology and software related tasks.
- **Competent**: physicists performing calibrations, dose assessments/modifications and other specific tasks have to be appropriately qualified through a combination of **education** (radiation protection, statistics, principles of luminescence), **training** (ISO 4037, Standards on Type Testing, on the software used, on ISO/IEC 17025, dosimeter design) and **practical hands-on experience** (dosimetry, reader, irradiations, software, ...)

## 6.2 Personnel

- Personnel should be free from any internal or external influence, which could affect the quality or impartiality of their work at the service. The responsibilities of key personnel should be clarified to avoid conflicts of interest.
- New staff should be given 'on-the-job' training along with appropriate supervision.
- Physicists are usually involved in research and development tasks, understanding the complexity of dosimetry concepts and implementing improvements to the system (for example, new dosimeter design and optimization of methods).
- Specific tasks such as reader and Irradiator manipulation and maintenance should only be undertaken by qualified personnel.

## 6.2 Personnel- What should be available?

- Blind Tests for demonstration of competence
- Proficiency Tests for monitoring of competence
- Job descriptions
- Competency Matrix
- Training Plan & Job records

Task		Physicist Jake M.	Physicist Lindsey P.	Operator Reader Jane M.	Operator Irradiator Ruben L	Director Mary T.	QM James O.
1.	Operating Reader			X	Back-up		-
2.	Maintenance, Zeroing				X		-
3.	Quality Control Charts Proficiency Testing		Back-up				X
4.	Dose Reporting	X	Back-up				
5.	Signing test reports					X	
6.	Calibration – Irradiator Operation				X		

# Skill Matrix And Competency Evaluation Diagram

Personnel	Skills							Max=28 Min=07
	Skill 1	Skill 2	Skill 3	Skill 4	Skill 5	Skill 6	Skill 7	
Team Member A	4	4	4	4	4	4	4	28
Team Member B	1	1	1	1	1	1	1	7
Team Member C	3	2	2	3	1	1	2	14
Team Member D	4	3	3	4	4	2	4	24
Team Member E	3	3	3	3	3	3	4	22
Team Member F	3	3	4	3	3	1	2	19

4= High Competence-Completes Task Independently

3=Some Competence-Needs Occasional Support

2=Low Competence-Needs Ongoing Support

1=No Competence-Needs Training and Direction

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