

## EPATHUSA

### PROCESS MANUAL – HUMAN RESOURCES

Issue No: 01

Date: xxxx

Revision/Version: 00

Date: xxx

#### Approval Details

	Prepared By	Issued & Controlled By	Approved By
Designation			
Signature			

#### Copy Holders / File Access Authority

Copy No	Copy Holder
1	Management Representative (Master Copy)
2	Manager - HR

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Sl. No	Procedure Name	DOC No	Version Status					
			0	1	2	3	4	5
	QUALITY SYSTEM PROCEDURES							



# Version History

DCR No	Date	Nature of Change	Brief Reason for Change	Page / Section Where Changes Made	New Version No

## ❖ Definitions and Acronyms

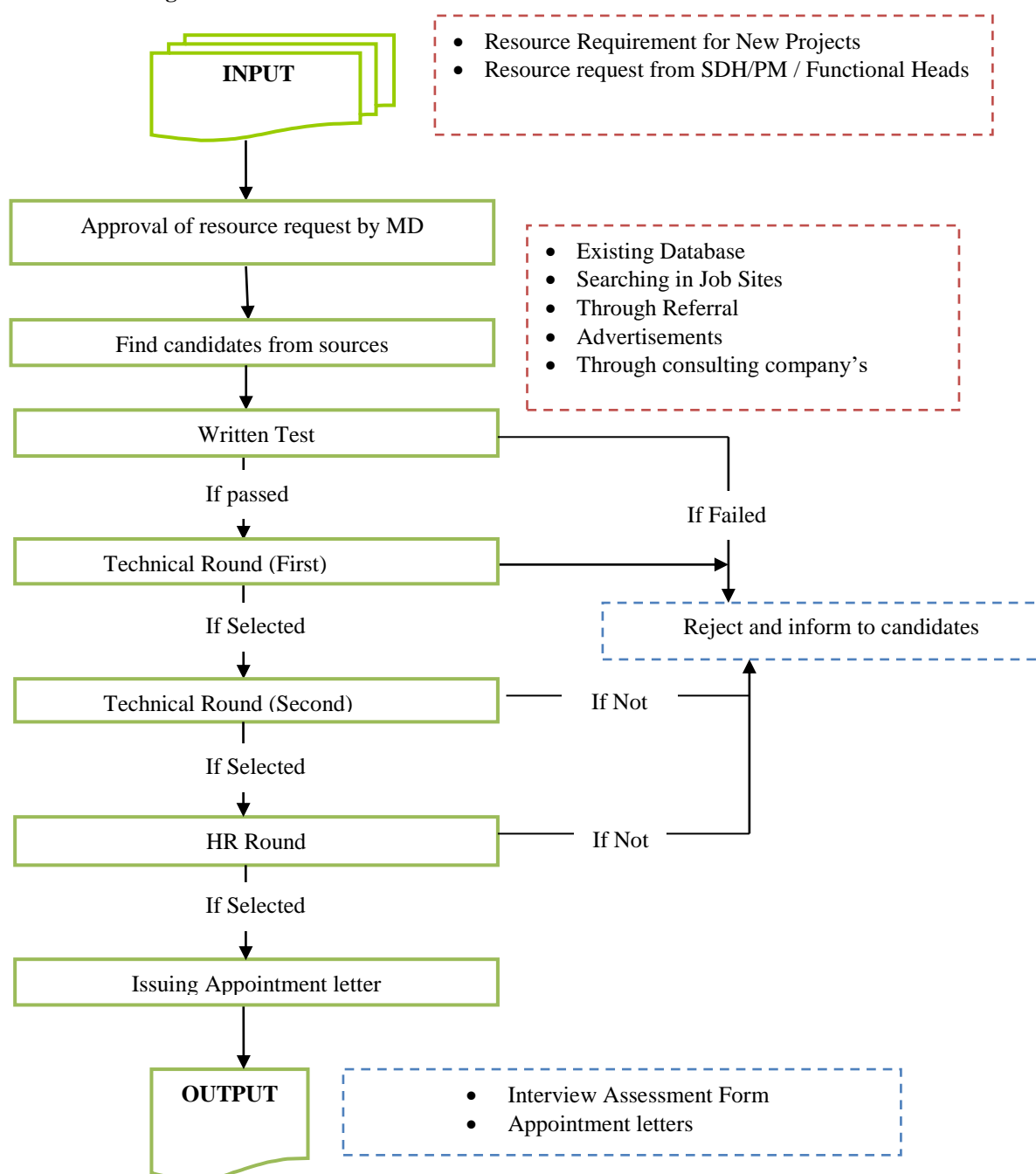
ACRONYM/ TERM	DEFINITION/ DESCRIPTION
HR	Human Resource
MD	Managing Director
SDH	Solution Delivery Head
PM	Project Manager
QF	Quality Format

❖ **Activity / Responsibility Matrix**

<b>NO</b>	<b>ACTIVITY</b>	<b>MD</b>	<b>SDH</b>	<b>MGR HR</b>
01	Approval Resource Request	R	R	
02	Maintaining the resume database			R
03	Organizing interviews			R
04	Approving Appointment Letter	R		R
05	Identifying Trainings		R	I
06	Conducting Training Programs		I	R

R – Responsible; I - Involved

- ❖ **Purpose**  
To ensure recruitment plant is made and competent candidates are recruited
- ❖ **Scope**  
This procedure is applicable all the recruitments in EPATHUSA
- ❖ **Responsibility**  
Manager - HR is responsible to ensure that this procedure is implemented & maintained
- ❖ **Action & Method**  
**Process Flow Diagram**



**Procedure for Exit Interview:**

When ever employee leaving the company, HR Manager shall conduct Exit interview using Exit interview form ([QF/EPATHUSA/HR/02](#)).

Detailed survey also conducted on various parameters about the organization.

Once filled form is received, Manger HR analyses the feedback given by employee and submits the same to MD for review and take necessary actions.

❖ **References**

- FIABLES HR Policy Document

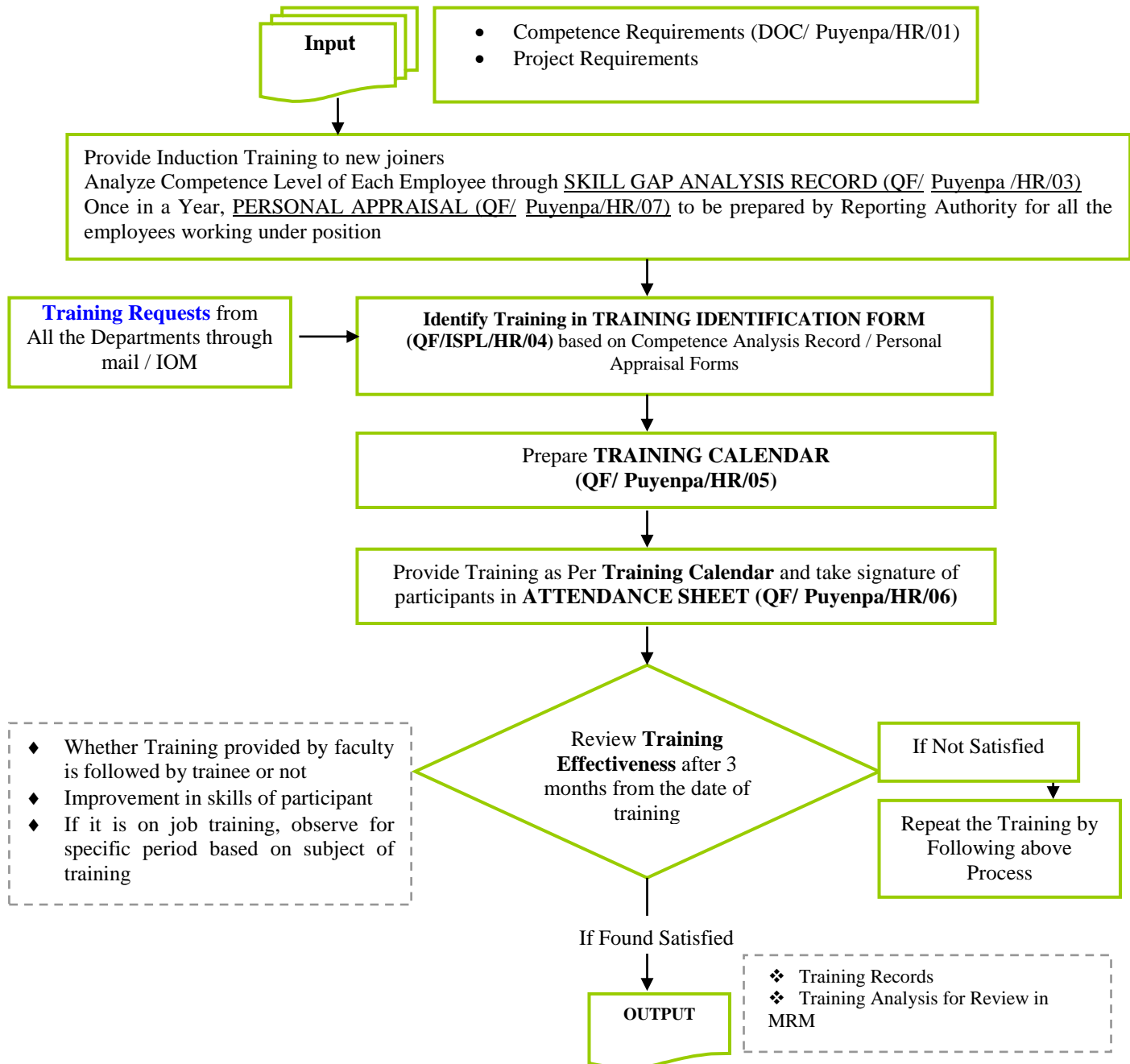
❖ **Documents**

- Competence Requirements – DOC/EPATHUSA/HR/01

❖ **Formats and Records**

- Mails form Departments on Resource Requests
- Interview Assessment Form – QF/EPATHUSA/HR/01
- Exit Interview form - QF/EPATHUSA/HR/02

- ❖ **Purpose**  
To identify Competencies of the employees both technical & non-technical, and address them through training programs
- ❖ **Scope**  
This document covers the process evaluating competency levels based on the roles and address limitations through varied competency evaluation programs
- ❖ **Responsibility**  
Manager - HR is responsible to ensure that this procedure is implemented & maintained
- ❖ **Action & Method**  
**Process Flow Diagram**



❖ **Induction Training**

Manager HR / respective department heads shall ensure the following points are explained to new employees before they really involved in their regular duties and report is collected from employee authorized by Head of the department

- About Company and Its activities
- Job Responsibilities
- Reporting Authority
- Documents / Instructions to be Followed
- Records to be Maintained
- Quality Policy and Objectives
- ISO 9001 Awareness
- Quality Documentation Awareness
- Safety Guidelines
- Special Instructions if any

❖ **References**

- Competence Requirements – DOC/EPATHUSA/HR/01

❖ **Documents**

- Nil

❖ **Formats and Records**

- Skill Gap Analysis Record – QF/EPATHUSA/HR/03
- Training Identification Form – QF/EPATHUSA/HR/04
- Training Calendar - QF/EPATHUSA/HR/05
- Attendance Sheet - QF/EPATHUSA/HR/06
- Performance Appraisal- QF/EPATHUSA/HR/07