

Use this worksheet to define and establish your Competence, Awareness, and Communication process.

Task 7-4-1) Assign Process Owner

Assign the persons or functions responsible for oversight of the competence, awareness, and communication process. This is usually the HR function.

Task 7-4-2) Define Process

Define the methods, tools, and actions to for your competence, awareness, and communication activities.

Task 7-4-3) Define Roles and Competencies

With input from other organizational resources, define all company roles, positions, jobs, etc. along with associated competency requirements. Use the table below to capture your results or consider the example Competency Matrix (FM-200-01) document which provides an alternate tool for completing this exercise, or develop a system / tool that best fits your organization.

Role / Position / Job	Competency Requirements

Add rows to capture additional items

Task 7-4-4) Competency Assessment and Development Plan

Complete a competency assessment by comparing the competency requirements defined in Task 7-4-3 with actual employee competencies and identifying any gaps or deficiencies. Use the table below or adopt a tool such as the example Competency Assessment and Development Plan (FM-200-02).

Role / Position / Job	Employee	Employee Competencies	Gaps / Deficiencies	Development Plan

Add rows to capture additional items

Task 7-4-5) Training / Development Activities

Based on training and development needs identified in Task 7-4-4, develop and execute training activities to address competency gaps and deficiencies. Be sure to verify training effectiveness and document completed training per your established processes. The example Training Completion Record document provides a simple tool for documenting classroom training. Develop and implement methods and tools for the type of training activities within your organization.

Employee	Training Activities / Methods	Training Date	Effectiveness Verification

Add rows to capture additional items

Task 7-4-6) Awareness and Communication

Develop a high-level communication strategy or plan defining communication activities within the organization which defines the following information. Be sure the plan includes items from Awareness (ISO 9001-7.3) and Leadership / Commitment (ISO 9001-5.1).

Topic / Message	Communication Date	Audience / Receiver	Communication Method(s)	Communication Source

Add rows to capture additional items