



## QSE 4: Personnel Management

Policy	The laboratory collaborates with the Human Resources Department to hire qualified personnel and ensure that they have and can demonstrate the knowledge and skills necessary to perform their duties.
Purpose	This policy provides direction for the processes and procedures to effectively manage the laboratory's personnel.
Responsibility	<p>The Human Resources Department is responsible for the employment advertising, applicant screening, employee record maintenance, and Facility Orientation of new employees.</p> <p>The Laboratory Director is responsible for the hiring selection process of Laboratory Supervisors.</p> <p>The Laboratory Supervisor is responsible for interviews, hiring selection process, department orientation, and performance reviews of all staff reporting to this position.</p> <p>The Lead Technologists are responsible for job-specific training and competency, shift scheduling, and contributing to the performance reviews of staff reporting to this position.</p> <p>The Quality Manager is responsible for assisting with training of new employees.</p>
Job Descriptions	Job qualifications are specified in job descriptions for each laboratory position.
Personnel Qualifications	Certification and education records are maintained for all members of the laboratory administration and staff.
Orientation and Training	Employees are oriented to the organization and trained in each duty as assigned.
Competency	Employees are assessed for competency twice the first year and then annually in their job duties as assigned.
Continuing Education	Opportunities are provided for continuing education and professional development. Continuing education activities are documented by employees.
Supporting Documents	<p>The following processes support this policy:</p> <ul style="list-style-type: none"> <li>• Maintaining Adequate Staff Resources</li> <li>• Job Descriptions</li> <li>• Personnel Qualifications</li> <li>• Employee Orientation and Training</li> <li>• Assessing Employee Competency</li> <li>• Continuing Education</li> </ul>



## Process for Maintaining Adequate Staff Resources

What Happens	Who's Responsible	Procedures
Review of laboratory workload and personnel resources is conducted	<ul style="list-style-type: none"> <li>• Laboratory Director</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Allocation of Staffing Resources</li> <li>• Review of Laboratory Workload</li> </ul>
Need for additional staffing is identified	<ul style="list-style-type: none"> <li>• Laboratory Director</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Allocation of Staffing Resources</li> </ul>
New laboratory staff are recruited and hired	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Allocation of Staffing Resources</li> <li>• Human Resources Policies and Procedures</li> </ul>



## Process for Job Descriptions

What Happens	Who's Responsible	Procedures
Job qualification requirements are established and documented	<ul style="list-style-type: none"> <li>Laboratory Director</li> <li>Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Policies and Procedures</li> <li>Review of Laboratory Workload</li> </ul>
Laboratory staffing needs are assessed	<ul style="list-style-type: none"> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Review of Laboratory Workload</li> </ul>
Laboratory duties are assigned by position	<ul style="list-style-type: none"> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Staffing Chart</li> </ul>
Job descriptions are developed and maintained so as to reflect qualification requirements and current job duties	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Policies and Procedures</li> </ul>
Staff familiarity with job description and job-related duties is documented	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Laboratory Supervisor</li> <li>Laboratory Employee</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Policies and Procedures</li> <li>Job Descriptions</li> </ul>
Copies of job descriptions are maintained as part of the laboratory personnel file	<ul style="list-style-type: none"> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Personnel Files</li> <li>Job Descriptions</li> </ul>



## Process for Documenting Personnel Qualifications

What Happens	Who's Responsible	Procedures
Proof of licensure, certification, and education records are maintained in the personnel file for all members of laboratory administration and staff	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Policies and Procedures</li> <li>• Personnel Files</li> </ul>
Current Curriculum Vitae (CV) are on file for Laboratory Director and Management	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Policies and Procedures</li> <li>• Personnel Files</li> </ul>



## Process for Employee Orientation and Training

What Happens	Who's Responsible	Procedures
Employee attends facility orientation session	<ul style="list-style-type: none"> <li>• Laboratory Employee</li> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Facility Policy and Procedures</li> <li>• New Employee Orientation Procedure</li> </ul>
Employee receives laboratory orientation	<ul style="list-style-type: none"> <li>• Quality Manager</li> <li>• Laboratory Supervisor</li> <li>• Laboratory Employee</li> </ul>	<ul style="list-style-type: none"> <li>• New Employee Orientation Procedure</li> </ul>
Employee is trained for duties as assigned	<ul style="list-style-type: none"> <li>• Laboratory Supervisor</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> <li>• Laboratory Employee</li> </ul>	<ul style="list-style-type: none"> <li>• New Employee Training schedule</li> <li>• Job-specific Training Procedures</li> <li>• Standard Operating Procedures (as applicable)</li> </ul>
Documentation of orientation and training is maintained as part of laboratory personnel file	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Facility Policy and Procedures</li> <li>• New Employee Orientation Procedure</li> <li>• Job-specific Training Procedures</li> <li>• Personnel File</li> </ul>



## Process for Assessing Employee Competency

What Happens	Who's Responsible	Procedures
Employee demonstrates initial post-training-specific competency	<ul style="list-style-type: none"> <li>• Laboratory Employee</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> </ul>	<ul style="list-style-type: none"> <li>• New Employee Training Schedule</li> <li>• Standard Operating Procedures (as applicable)</li> <li>• Employee Competency</li> </ul>
Employee demonstrates competency at end of 3 month probation period	<ul style="list-style-type: none"> <li>• Laboratory Employee</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> </ul>	<ul style="list-style-type: none"> <li>• New Employee Training Schedule</li> <li>• Standard Operating Procedures (as applicable)</li> <li>• Employee Competency</li> </ul>
Employee competency is reviewed and documented at least annually	<ul style="list-style-type: none"> <li>• Laboratory Employee</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Standard Operating Procedures (as applicable)</li> <li>• Employee Competency</li> <li>• Annual Performance Review</li> </ul>
Corrective actions are initiated and documented in response to any competency failures	<ul style="list-style-type: none"> <li>• Laboratory Employee</li> <li>• Lead Technologist</li> <li>• Quality Manager</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Standard Operating Procedures (as applicable)</li> <li>• Employee Competency</li> <li>• Annual Performance Review</li> </ul>
Documentation is maintained as part of laboratory personnel file	<ul style="list-style-type: none"> <li>• Quality Manager</li> <li>• Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Employee Competency</li> <li>• Annual Performance Review</li> <li>• Personnel Files</li> </ul>



## Process for Tracking Continuing Education

What Happens	Who's Responsible	Procedures
Opportunities for personnel to participate in and document professional growth and development exist	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Lead Technologist</li> <li>Quality Manager</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Policies and Procedures</li> </ul>
Employee attends facility and laboratory training update sessions	<ul style="list-style-type: none"> <li>Quality Manager</li> <li>Laboratory Employee</li> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Facility Policy and Procedures</li> <li>Documenting Continuing Education</li> </ul>
Employee attends training session offsite	<ul style="list-style-type: none"> <li>Quality Manager</li> <li>Laboratory Employee</li> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Educational Leave Request Form</li> <li>Documenting Continuing Education</li> </ul>
Employee reads professional educational material	<ul style="list-style-type: none"> <li>Quality Manager</li> <li>Laboratory Employee</li> </ul>	<ul style="list-style-type: none"> <li>Documenting Continuing Education</li> </ul>
Continuing education documentation is maintained as part of laboratory personnel file	<ul style="list-style-type: none"> <li>Quality Manager</li> <li>Laboratory Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Documenting Continuing Education</li> <li>Personnel Files</li> </ul>