

Ethanolamines/Glycol Ethers Tier 2 Quality System Procedure

Section: QSP15
Issue No.: 2.0
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Title: Personnel Training
References: ISO 9002/94
2005 Training Policy
Quality System Manual 4.18
1809 Management of Change
S&LP S-331 Dow Employee Training
Training Matrix

QSP15 Personnel Training

1.0 Objective:

1.1 To ensure that personnel have the skills and training appropriate to the designated task and that records of training are maintained.

2.0 Responsibility:

2.1 It is the responsibility of Plant Management to ensure that all plant personnel are properly trained.

3.0 Definitions:

3.1 New Employee:

A person with no previous experience in the Ethanolamines/Glycol Ethers plant.

3.2 IPT (In Plant Training):

In plant training is a program designed to improve the consistency, quality and productivity of the Louisiana Division's individual department training programs. The IPT program uses the modular concept to improve productivity in learning and documentation. Each individual module consists of five parts. A title, a purpose, a list of training resources, a required level of performance and a set of well defined performance objectives.

3.3 Training Matrix:

The Training Matrix is a chart used to reference what training is required by employees. The matrix will consist of each job type classification and frequency of training required.

3.4 Job Description:

General job description and competency profiles that exist for all levels of employees in the company.

4.0 Operators

- 4.1 New employees are received into the plant and undergo an indoctrination course. The new employee's training will consist of hands-on work with an experienced operations employees in conjunction with completion of the IPT training modules.

5.0 Technical Employees: (Engineers, Production Leader, Coach, Plant Superintendent)

- 5.1 For technical employees hired prior to 1988, there was no formal/documented training program. There were Louisiana Division and U.S. Area training courses available that were attended as required based on the employee's job needs. This was determined jointly by the employee and their supervisor.
- 5.2 Since 1988, all newly employed technical personnel are required to attend specific U.S. Area and Louisiana Division courses. These courses are documented and tracked in the DPS system.
- 5.3 Five year and longer service employees are recommended to attend all core U.S. Area training that applies to their job as outlined in the U.S. Area employee training guide manual.
- 5.4 All technical employees have university degrees in their respective field.
- 5.5 Courses required to perform specific job duties such as special computer skills are agreed upon on an as needed basis between the employee and their coach.

6.0 Office Professional:

- 6.1 Prior to 1990, there was no formal/documented office professional training program. There were Louisiana Division and U.S. Area courses available that were attended as required based on the employees specific job needs. This was determined by the employee and their supervision.
- 6.2 Office professionals hired since 1990 are required to attend specific Louisiana Division and U.S. Area courses. These courses are documented and tracked in the DPS system.
- 6.3 Additional training will be obtained by using the Training Matrix which will

outlin _ all plant specific training requir _ d.

7.0 Refresher Training

- 7.1 Training for existing employees will take place by means of the management of change process. In addition, three year refresher training will take place on all required training.
- 7.2 The knowledge level of team/individuals will be monitored on an on-going basis based on observation. Where necessary, additional training for teams and individuals will occur to consistently improve the knowledge level of all employees.

8.0 DPS (Dow Personnel Systems)

- 8.1 Training records for Division/Corporate owned courses will be documented in the DPS system. They will be input into the system as training occurs. It is the responsibility of the trainer and/or employee's supervisor to insure that documentation of all training occurs.
- 8.2 Plant specific training will be documented via the In-plant-training Documentation sheet or sign-off sheets in the personnel files. Safety, Industrial Hygiene and other related training will be documented by the department initiating the training

9.0 Revision Notes

Revision 1	12-17-93	Yearly Review
Revision 2	12-1-94	Added References
Revision 3	7/10/95	Revised References, Took out all references to loading personell, 7.0 defined technical employees,10.1/10.2 Defined IPT versus division/corporate course documentation
Revision 4	9-29-96	Revised 4.1, completed 5.2 and changed operations supervisor to technologist, revised 8.1 to reflect new HR competecy profiles.
Revision 5	11-9-97	Revised entire procedure

Authorized: _____
TICA Leader
(signature required for controlled paper copies only)