1.0 PURPOSE:
The purpose of this procedure is to define the process for providing training for QMS procedures, forms, attachment, and their associated EPDS workflows to Project Delivery team members, consultants and contractors.

2.0 RESPONSIBILITIES:
2.1 Director of Project Delivery (DPD) – The DPD shall have the final discretion to determine if any training proposed by the NTTA Manager / SME is needed.
2.2 Project Delivery (PD) Contracts Manager – The PD Contracts Manager shall be responsible for updates to this procedure, ensuring compliance to this procedure and for reporting nonconformance to Project Delivery Management.
2.3 PD Quality Manager – The PD Quality Manager shall be responsible for reviewing and approving the classification of major, minor, and administrative changes/revision to QMS documents.
2.4 PD Document Control Manager – The PD Document Control Manager shall be responsible for the review and approval of QMS document revisions in accordance with QM-12. If training is required the PD Document Control Manager shall be responsible for verifying documented evidence of completion.
2.5 NTTA Manager / Subject Matter Expert (SME) – All NTTA Managers / SMEs shall be responsible for classifying revisions to their QMS documents as major, minor, or administrative. They shall also determine if training is needed and if any corresponding changes to EPDS workflows are necessary in accordance with this procedure. If training is needed the NTTA Manager / SME shall ensure all responsible parties are trained, including those who may be impacted. NTTA Manager / SME shall be responsible for providing the required evidence of completion to the PD Document Control Manager.
2.6 Responsible Parties – All roles listed within the Responsibilities section of any given QMS document shall be required to attend mandatory training sessions. NTTA Executive Management (DPD) is not considered mandatory attendees to training.

3.0 SCOPE/APPLICABILITY:
This procedure shall apply to all QMS procedures, forms, attachments and their associated EPDS workflows that undergo revision or original release within the Project Delivery QMS system.

4.0 REFERENCES:
QM-12 Control of QMS Documentation

5.0 DEFINITIONS & ACRONYMS:
6.0 PROCEDURES:

6.1 Classification of revisions

6.1.1 In accordance with QM-12 all NTTA Managers / SMEs are responsible for revisions to their own QMS documents as well as any new QMS documents within their business function. By virtue of this procedure, NTTA Managers / SMEs are also responsible for new EPDS workflows or revisions to existing EPDS workflows which support the associated QMS procedures. Upon completion of revisions to QMS procedures, forms, attachments and associated EPDS workflows, the NTTA Managers / SMEs shall classify the revision as major, minor, or administrative, as listed and defined below;

- **Major Revision** – A major revision shall be classified as new release or one that adds/changes responsibilities in addition to changes in text and/or process steps. Consideration shall be given to the impact of this change to the associated EPDS workflow. Training should be done within 30 days of release to QMS. In the event training is not conducted within the specified time, a 15 day extension may be granted at the discretion of Project Delivery Contracts Manager.
  - **Note**: A major revision may result in mandatory training.

- **Minor Revision** – A minor revision shall be classified as one that involves a change in process steps, or even the addition of process steps, but does not add or change responsibilities. Consideration shall be given to the impact of this change to the corresponding EPDS workflow.
  - **Note 1**: A minor revision may result in mandatory training.
  - **Note 2**: For example, a Minor Revision to a QMS procedure involving the re-sequencing of process steps may result in a major change to an EPDS workflow and thus triggering the mandatory training requirement.

- **Administrative** – Administrative revisions do not require training and are classified as one that corrects a typo, corrects misspelled words or acronyms, adds /removes or updates hyperlinks and updates formatting for clarification. For forms and attachments, this will be equivalent to the addition or deletion of items including signature authority within the documents.

6.1.2 The PD Quality Manager shall have the authority to change the classification of a revision upon review of the revised documents. If this occurs, the PD Quality Manager shall communicate this with the NTTA Manager / SME who shall develop a solution.

6.1.3 Within thirty days of release to QMS the NTTA Manager / SME shall hold a training session. This training shall cover the content of the revision (major or minor), including corresponding EPDS workflow if needed. Training will cover in its entirety a new QMS document, form or attachments.
6.1.4 Those who have a defined responsibility / role within the procedure are required attendees for training. The NTTA Manager / SME shall invite those listed, and may invite those that are impacted including (but not limited to):

- Project Delivery Staff
- Consultants
- Contractors

**NOTE:** For QMS forms, the mandatory attendees of training to a major change will be those with signature authority on the form itself.

6.1.5 All attendees shall sign the Training Roster (QM-05-F1) provided by the NTTA Managers / SME.

6.1.6 Training shall be conducted by the NTTA Managers / SME and supported by the EPDS Manager, while others may be invited to the training session; the mandatory attendees shall be all those persons who perform in the Roles as identified on the EPDS Process Reference Card.

6.1.7 When the QMS procedure or form has a corresponding EPDS workflow, it is permissible and recommended to train on both the QMS procedure and the EPDS workflow at the same time.

6.1.8 Training may be conducted via e-mail if determined by NTTA Managers / SMEs.

7.0 **REGULATORY REQUIREMENTS:**

N/A

8.0 **RELATED BOARD POLICY:**

N/A

9.0 **COMPONENT DOCUMENTS:**

- QM-05-A1 Sample EPDS/Procedure Training Presentation
- QM-05-A2 EPDS Process Reference Card Sample
- QM-05-A3 PD Business Process Training Requirements Checklist
- QM-05-F1 Training Roster
### QMS MANUAL

**Procedure Definition**

<table>
<thead>
<tr>
<th>NTTA Projects</th>
<th>Original Issue Date: 05/14/2010</th>
<th>QM-05</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource: Quality Management</td>
<td>Revision 3  Issue Date: 01/13/2012</td>
<td>Page 4 of 4</td>
</tr>
<tr>
<td>Title: QMS Training</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**10.0 FLOWCHART:**

N/A

**11.0 REVISION HISTORY:**

<table>
<thead>
<tr>
<th>Revision</th>
<th>Revised by:</th>
<th>Date Issued</th>
<th>DRN</th>
<th>Reason for Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Micki Ellis</td>
<td>05/14/2010</td>
<td>10145</td>
<td>Original Release</td>
</tr>
<tr>
<td>1</td>
<td>Md Omar Faruk</td>
<td>07/23/2010</td>
<td>10217</td>
<td>Revised to delete IT-01 Information Technology Solutions Development Process from 4.0 References, 6.0 Procedures and 10.0 Flowchart, delete IT-01-F12 Training Roster from 6.0 Procedures and 9.0 Component documents, add QM-05-F1 Training Roster to 6.0 Procedures and 9.0 Component Documents.</td>
</tr>
<tr>
<td>2</td>
<td>Peter Claypool</td>
<td>10/20/2011</td>
<td>10358</td>
<td>Changed PMO to PD and Assistant Program Manager to PD Contracts Manager.</td>
</tr>
<tr>
<td>3</td>
<td>Troy Federspiel</td>
<td>01/13/2012</td>
<td>10388</td>
<td>Revised procedure (CAR-0037)</td>
</tr>
</tbody>
</table>