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SECTION 6.0 Resource Management

6.1 Provision of Resources

The effective and efficient operations of any organization depend on its resources. This section on resource management pertains to the resources needed and utilized by the **HUDCC** to perform its functions in accordance with the ISO 9001:2008 standard.

6.1.1 The **HUDCC** shall determine and provide in timely manner the resources needed to implement and improve the processes of the quality management system and address customer satisfaction.

6.1.2 The **HUDCC** shall identify the resource requirements of current plans and objectives, including QMS objectives, and take steps to ensure that all plans and objectives have adequate resources for implementation and maintenance. The **HUDCC** shall provide the necessary resources to ensure that the applicable standards are met to perform its functions.

6.1.3 These resources shall include people, supplies, information, infrastructure, work environment, financial resources, and continuous evaluation of staff performance, inventory and updating/upgrading of supplies, equipment, and infrastructure to meet the demands of the customers and ensure customer satisfaction.

6.2 Human Resource Management

6.2.1 Placement of Personnel

The HUDCC believes that its human resources are its greatest assets. To ensure that the staff are equipped with the necessary knowledge and skills required to efficiently perform their functions, the HUDCC has established and maintained procedures to ensure that personnel performing their functions are competent on the basis of education, training and/or relevant experience. As such, the HR maintains the records in undertaking the following functions:

- 6.2.1.1** Determining the capability building needs of personnel performing work affecting product/service quality;
- 6.2.1.2** Organizing seminars and training courses to meet the identified needs;
- 6.2.1.3** Evaluating the effectiveness of human resource interventions;
- 6.2.1.4** Orienting the personnel on their roles and responsibilities as they affect achievement of objectives; and,
- 6.2.1.5** Facilitating the placement of qualified personnel to meet the capacity requirements of operations.

6.2.2 Competence, Training, and Awareness


It is the commitment of the HUDCC to provide its staff with the proper training for the constant improvement of their knowledge, skills, managerial acumen and attitude on activities directly and/or indirectly related to the delivery of HUDCC programs and services. This is in recognition that the behavior and performance of every individual directly impacts the quality of services provided.

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The training is provided based on identified training needs. Training is either on or off the job, internally or externally, as appropriate. The effectiveness of training is periodically assessed by observation, proficiency testing, and competency evaluation.

HUDCC officials and functional heads ensure that their personnel are aware of the relevance and importance of their roles in the achievement of the agency's quality objectives.

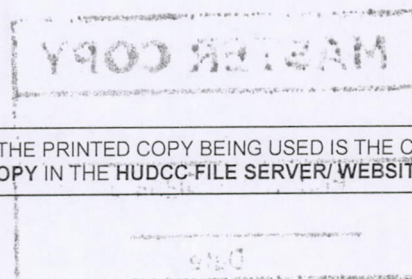
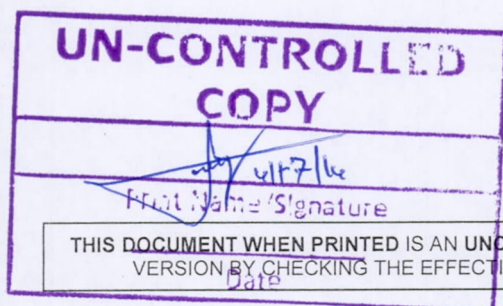
Appropriate records of academic qualifications and training are maintained for all personnel by the HR.

6.3 Infrastructure Management

It is the policy of HUDCC to determine, provide, and maintain the infrastructure needed to produce products and deliver services required by the customers/clients and citizens. This infrastructure includes workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, transportation service, computer and internet/intranet facilities, application software, storage facilities for supplies, communications facilities, and areas for auxiliary services.

6.4 Work Environment

It is the policy of HUDCC to promote the well-being, satisfaction and motivation of its officers and staff by providing them a work environment that is conducive for working and learning and promoting team work.



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