Process Definition: Resource Management

1. SUMMARY
   1. This document defines the resource management process in detail.
   2. The relationship between this process and the other processes within the Retirement Capital management system is illustrated in the process flow map included in the ***Integrated Management System Manual.***
2. REVISION AND APPROVAL

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| --- | --- | --- | --- |
| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 14/11/2020 | Original issue. | Director |
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1. PROCESS DEFINITION
   1. The purpose of the resource management process is to efficiently and effectively allocate resources when and where they are needed.
2. PROCESS OBJECTIVES AND METRICS
   1. Process objectives for this process are defined in records of management review; see the documented procedure ***Management Review.***
   2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.
3. PROCESS OWNERS AND RESPONSIBLE PARTIES
   1. The owner of this process is the Director.
4. TYPICAL PROCESS INPUTS
   1. The typical required inputs for this process are:
      1. Technical information needed:

* Quote (as accepted by the customer)
  + 1. Resources needed:
* Company diary
* Access to email/telephone
  + 1. Personnel needed:
* Competent employee to communicate with suppliers
  + 1. Special training needed:
* None

1. TYPICAL PROCESS STEPS
   1. Assess Customer service requirements
   2. Identification of vacancy
   3. Identify training needs
   4. Sourcing Candidates
   5. Update Business Management system
2. TYPICAL PROCESS OUTPUTS
   1. The typical results (outputs) of the process are as follows:
      1. Service produced:

* Service delivery arranged
  + 1. Documents or technical information produced:
* None
  + 1. Records produced:
* Emails confirming service delivery details

1. RELATED RISKS
   1. The following risks are identified related to this process.
   2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

| Risk | Likelihood | Severity | Mitigation |
| --- | --- | --- | --- |
| Critical employee/supplier not available | Low | Moderate | Provide cross-functional training where possible.  Maintain good relations with alternative suppliers. |
| Resources double-booked | Low | Moderate | Ensure accurate recording of details in Company Diary.  Ensure Company Diary is available to all employees. |