Process Definition PR-PRC-005
Receiving an assignment from a client

1. SUMMARY

1.1. This document defines the Receiving an assignment from a client process in detail.

1.2. The relationship between this process and the other processes within the Pure Rail management system is illustrated in the process flow map included in the *Pure Rail Quality Management System Manual.*

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1	01/01/16	Original issue.	Kyle Devine
2	30/11/2021	Updated document numbering and formatting. Updated Process Objectives and Metrics and Typical Process Steps.	Kyle Devine

3. PROCESS DEFINITION

3.1. The purpose of the Receiving an assignment is to outline and clarify the process of receiving client requirements and matching an employee with the skill set/competencies required.

4. PROCESS OBJECTIVES AND METRICS

4.1. Process objectives for this process are defined in records of management review; see the documented procedure *PR-PRO-015 Management Review.*

4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process.

- Avoid gaps in knowledge and preparedness of employees
- Control and capture information on each assignment
- Match each employee skills to the requirements of each Client
- Relay accurate information to the employee in controlled form
- Provide feedback to Client for verification
- A demonstratable quality process control system

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process are the directors.

5.2. Operations Manager is responsible for implementation and suggestions toward continual improvement.

6. TYPICAL PROCESS INPUTS

6.1. The typical required inputs for this process are:

- Customer
- Location of works
- Type of works
- Start date/time
- Length of engagement
- Site contact & phone number

6.1.1. Resources needed:

- Personal Protection Equipment suitable to the task
- Safeworking equipment for Protection Officers
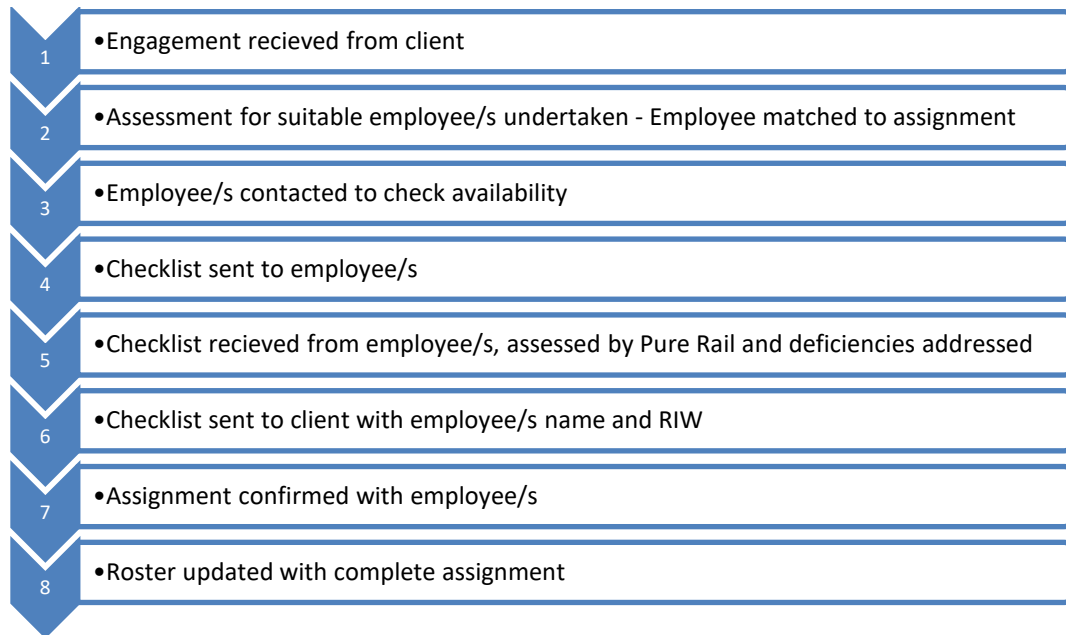
6.1.2. Personnel needed:

- Employee with suitable and current qualifications
- Employee with suitable experience (geographically)
- Employee with suitable experience (work task)

6.1.3. Special training needed:

- CRN induction for John Holland CRN network
- ARTC induction for ARTC operated network
- Specific Client Induction

7. TYPICAL PROCESS STEPS

7.1. Process map

1	• Engagement recieved from client
2	• Assessment for suitable employee/s undertaken - Employee matched to assignment
3	• Employee/s contacted to check availability
4	• Checklist sent to employee/s
5	• Checklist recieved from employee/s, assessed by Pure Rail and deficiencies addressed
6	• Checklist sent to client with employee/s name and RIW
7	• Assignment confirmed with employee/s
8	• Roster updated with complete assignment

8. TYPICAL PROCESS OUTPUTS

8.1. The typical results (outputs) of the process are as follows:

    8.1.1. Documents or technical information produced:

- Electronic Employee Checklist

    8.1.2. Records produced:

- Electronic Employee checklist
- Digital database of checklist responses (automated from Electronic Checklist)
- Entries into live Rostering Program

    8.1.3. Services produced:

- Suitable employee provided to Client to match assignment parameters

9. RELATED RISKS

9.1. The following risks are identified related to this process.

9.2. 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	Assessment Method (if applicable)	Mitigation
Unqualified employee	3	2		Check RIW prior to engagement
Unprepared employee	2	2		Review checklist prior to engagement