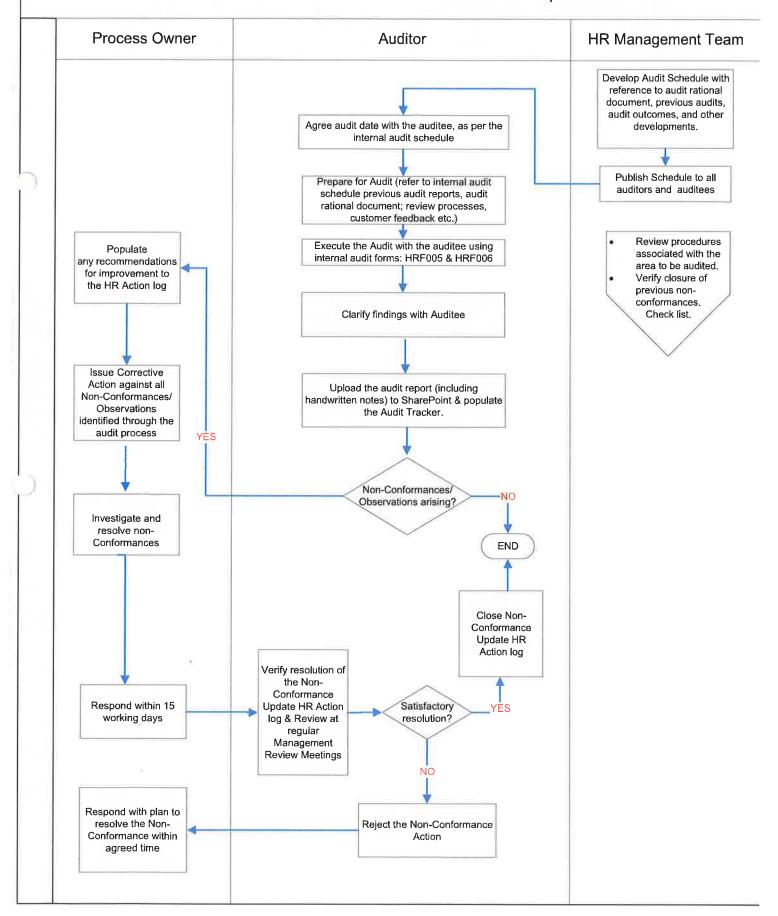
Business Objective: The HR Division is committed to providing a high quality service to our Customers. We value complaints and use them as an opportunity to help us improve our service. QMS01.17: Customer Feedback/Complaints Process Process Owner: HR Director Date: 27 April 2023 Customer HR Staff Member Complaints are directed to Customer makes a relevant member complaint or provides of HR team positive feedback, either face-to-face, by telephone, e-mail, focus group or Qualtrics staff survey Appropriate staff member issues a response to complainant acknowledging receipt of feedback & committing to respond on outcome of corrective action taken (if applicable) within a reasonable timeframe Complaint is discussed with unit leader and entered into the HR Action log (on SharePoint) if appropriate and assigned a unique identification number Unit leader provides an update in the log to show corrective action required/ taken to address the complaint Each unit lead presents an overview of customer complaints received by section at one to one meeting with Snr Manager and provides a status update on progress to address each complaint. Complaints are summarised and presented by unit leads at monthly Quality meetings Complaints are maintained in the Action log on SharePoint and once the action has been dealt with, their status is changed from Open to Closed. Complainant informed of outcome by relevant unit leader or staff member concerned

Business Objective: All HR documents (i.e. forms, processes, policies, procedures etc.) are version controlled by QMS Administrators and available to HR staff on the HR server. This per Document Number System HRD024 and Issue applicable numbers and revisions as Update the Document Control Sheet on the latest version to SharePoint (within 5 Ensure all documentation is complete & Archive out-of-date revision and upload Update document on the HR website (if Inform all users of document update via file DCR to Quality Records folder on document control provides a means of managing the development, approval, issue, change, distribution, maintenance, use, storage, security, and disposal of documents. Date: 27 April 2023 specified in the DCR) QMS Administrator working days) SharePoint **UL** Connect SharePoint **Process Owner: Director HR** Forward the completed DCR email template & supporting SharePoint to request a revision to an existing document, Generate a DCR email template (HRF004) available on Documentation issue identified by review of practice or Note. DCR's for HR procedures require approval by retire an existing document or create a new document Make changes to existing document or create a new document to process owner for approval. highlighted through an audit report Update link on Core (if appropriate) HR Director/Deputy Director HR Staff Member document QMS02.19: Document Control Map forwards DCR template (HRF004) & Supporting Documentation to QMS document for external sources, Received documents relevant to the quality system from an ensure the most up to date Process owner, once approved Note: When accessing a the web source is used to HR Management Team Administrator for processing external source version.

Business Objective: The HR Division is subject to external and internal audits through which areas for improvement are identified and managed by means of the Corrective & Preventative Action Register. The following process outlines the steps involved in managing the HR audit process.

QMS03.14: Audit Process

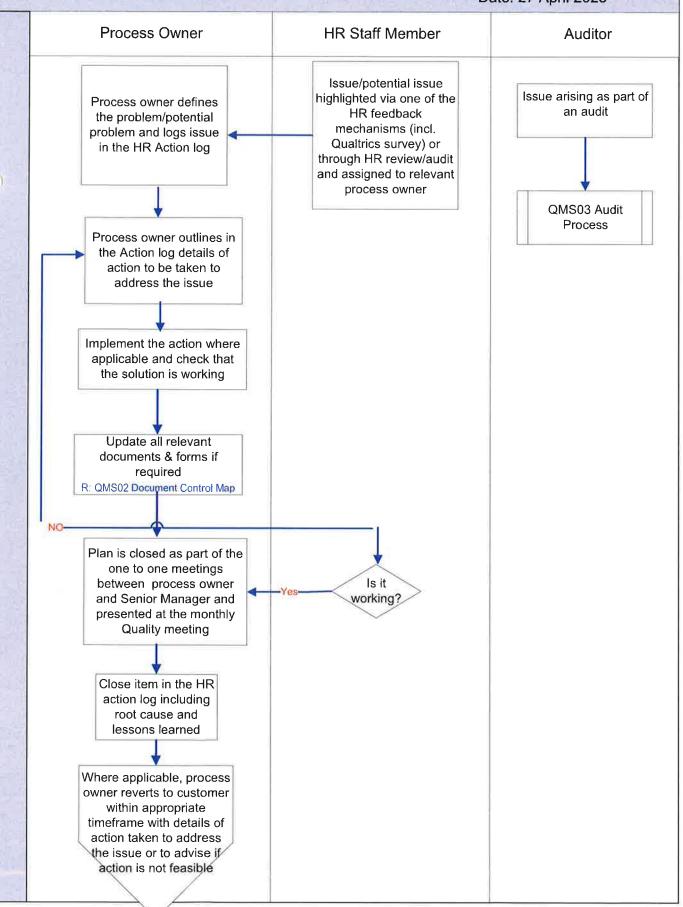
Process Owner: Director, HR Date: 24th April 2023



Business Objective: The purpose of this process is to provide for a system and instructions, and to assign responsibilities for initiating, requesting, implementing, and verifying the effectiveness of corrective and preventative actions.

QMS04.15: Corrective & Preventative Action Map Process Owner: Director HR

Date: 27 April 2023



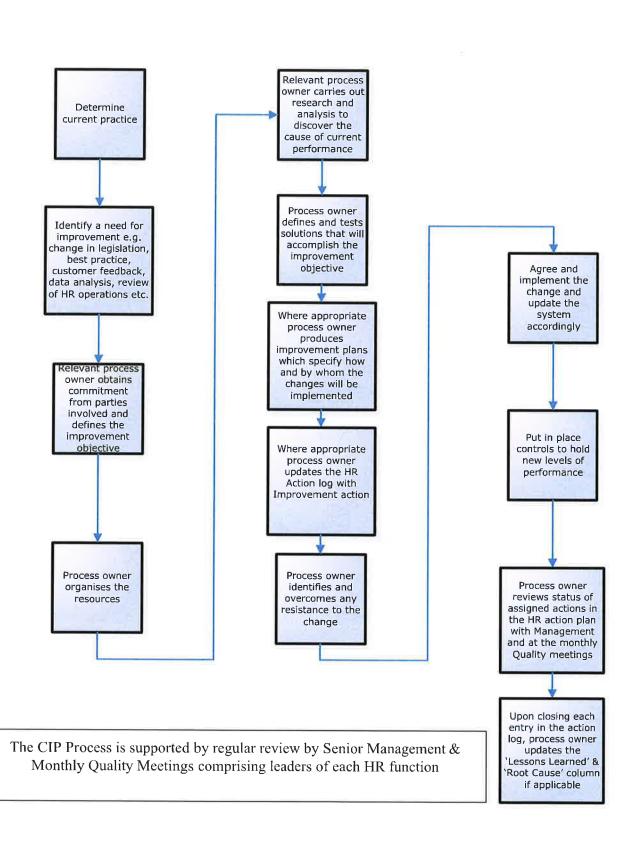
QMS06.11: Continual improvement Process

Process Owner: Director, HR

Date: 24th April 2023

What is continual improvement?

Continual improvement is a type of change that is focused on increasing the effectiveness and/or efficiency of the University of Limerick Human Resource Division to fulfil its objectives. It is not limited to quality initiatives. Improvement in service strategy, service results, and customer relationships can be subject to continual improvement. Put simply, it means 'getting better all the time'.



This process outlines the steps for dealing with non-conforming service QMS08.15: Non-conforming Service Process Owner: Director, HR Date: 27 April 2023 **Human Resource Division** Non Conforming Service identified through: Customer Customer Survey/ Audits Complaints Staff Meetings Focus Groups/ Ref: QMS03 Ref: QMS01 Other Sources Relevant Process Owner logs nonconformance in the HR Action log, investigates root cause and generates Preventative/Corrective Action to be taken Action defined between Process Owner and Senior Management Process owner reports on progress against nonconformance at one to one meeting with senior manager. Process owner presents an overview of nonconformances per section at the monthly Quality meeting Process owner implements action to address nonconformance & updates the HR Action Log accordingly Progress is reviewed on all entries in the action log as part of the one to one meetings between process owner and their Manager Status of Nonconformance once addressed is updated to closed in the action log and Lessons Learned & Root Cause columns populated to aid in preventing reoccurrence of error

QMS09.16: Record Control Process

Process Owner: Director, HR

Date 27 April 2023

Business Objective: The HR Division holds highly confidential information which is maintained in line with the University's <u>Data Protection Regulations</u>, and the Records Management Procedure. The following outlines the

procedures for the management of these records.

HR Division

1) Purpose

The purpose of this procedure is to describe arrangements for record control in the UL Human Resources Division.

2)

Scope

Quality Management Systems records Other records as may be required by the business.

3) Legislative Framework and University Regulations

Data Protection Act (1988 & Amendment Act 2003)

University's Data Protection Regulations

University's Data Protection Policy

University's Record Management Policy

Freedom of Information Act 2014

General Data Protection Regulations (GDPR) 2016 and the Data

Protection Acts 1988 - 2018

4) Procedure

Records are maintained in line with the University's Records Management and Retention Policy and as per Quality Management System requirements and effective operation of the quality management System. They may be held in electronic or paper form. These are held in line with legislative requirements and University regulations as outlined above.

Electronic Records: All HR Personnel Files (current and historical) are maintained electronically on 'Docuware' Document Management System. Access to documents in DocuWare is based on a permissions structure e.g. the HR Director stores certain personnel files that only his office have access to.

Each Unit lead is responsible for ensuring that records held electronically for his/her functional area remain legible and identifiable and are stored in a manner that ensures they are adequately protected in compliance with relevant data protection legislation and are readily retrievable.

Electronic and paper records may be held for longer than the required retention period at the discretion of the record holder.

All PCs within the Division are password protected. HR information is held on a SharePoint site which is backed up by the IT Division. Each function within the HR Division have their own SharePoint site for file storage, access to which is restricted to staff within the respective area. While all staff have access to CORE self-service for their own purposes, the actual HR Systems (CORE, Docuware) are password protected with access provided only to HR staff. These systems quickly time out if not in use, as a further precautionary measure. HR office doors are locked on leaving the office. Any paper files (of which there are a limited number) are held securely in the relevant office. Certain information on personnel files is for access only by the HR Director. The Docuware Application Server and Docuware Database Server are fully backed up weekly basis and incrementally backed up daily mid-week.

A Records Matrix can be seen in Appendix 2 of the Quality Manual.

Purchasing records: The UL financial system, Agresso, holds a record of every purchase made in the form of purchase orders. It also hold a record of all payments and their timeframe made to our suppliers.

QMS10.13: Planning Process Map Process Owner: Director HR **Date:27 April 2023** Business Objective: This process defines the steps of how the HR Division plans to achieve it's goals and milestones in line with the University Strategic Plan **Human Resource Division** The Universities Act The Legislation HEA Department of Government Strategy Education & Skills University of Limerick Strategic Plan Overview by Director HR of priorities for the year ahead both at University and Divisional level HR Division Annual Objectives/ Service Planning **Process** Agreed Division & Section Objectives (see G&O document HRD001 on SharePoint) Feedback Change Req. Staff member sets and discusses Personal Individual Objectives Development Plar at annual PDRS with line manager Regular Feedback Mentoring / Coaching (Two-way)

Annual Review