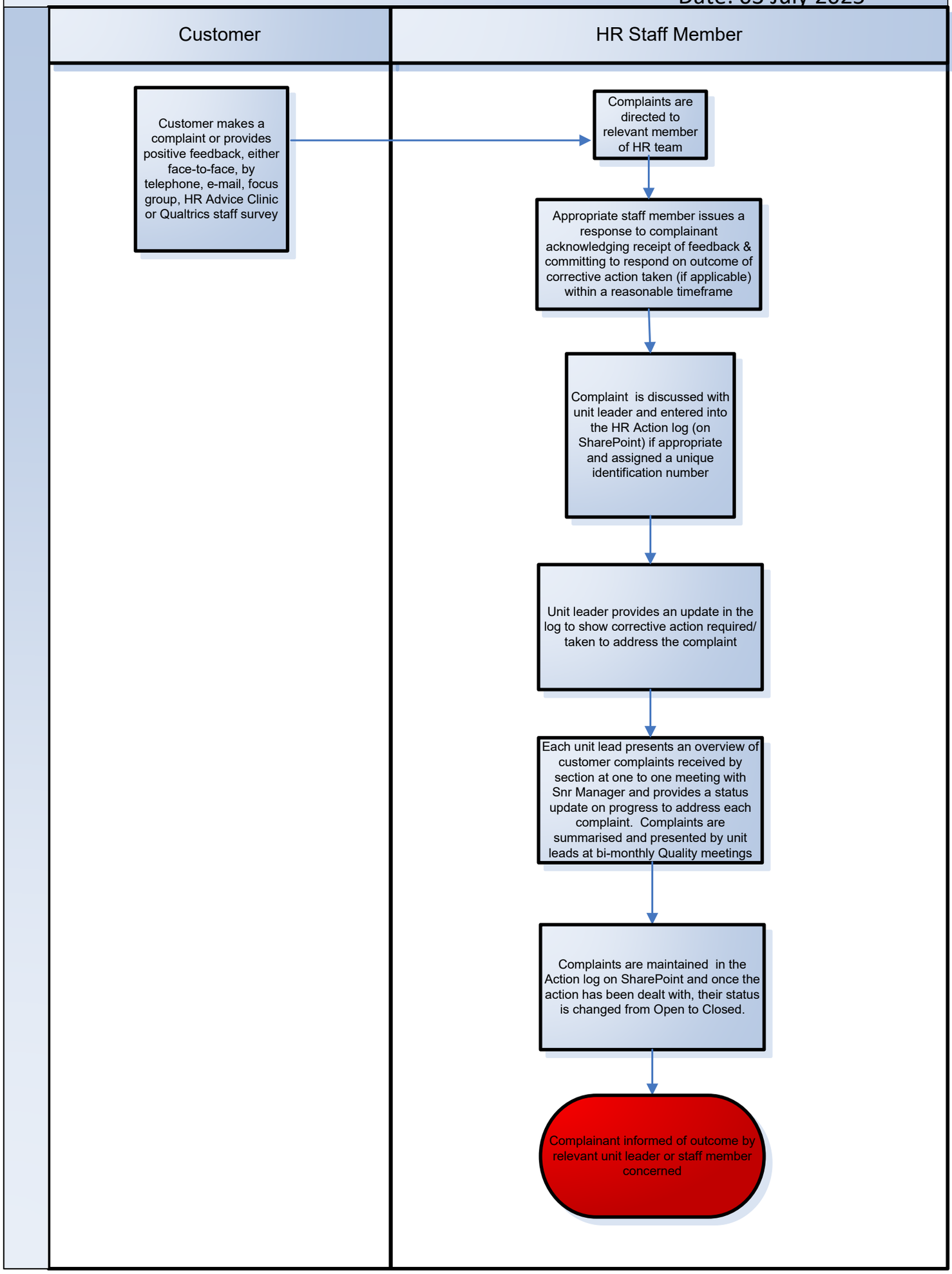
Business Objective: The HR Division is committed to providing a high quality service to our Customers. We value complaints and use them as an opportunity to help us improve our service.

QMS01.18: Customer Feedback/Complaints Process

Process Owner: HR Director

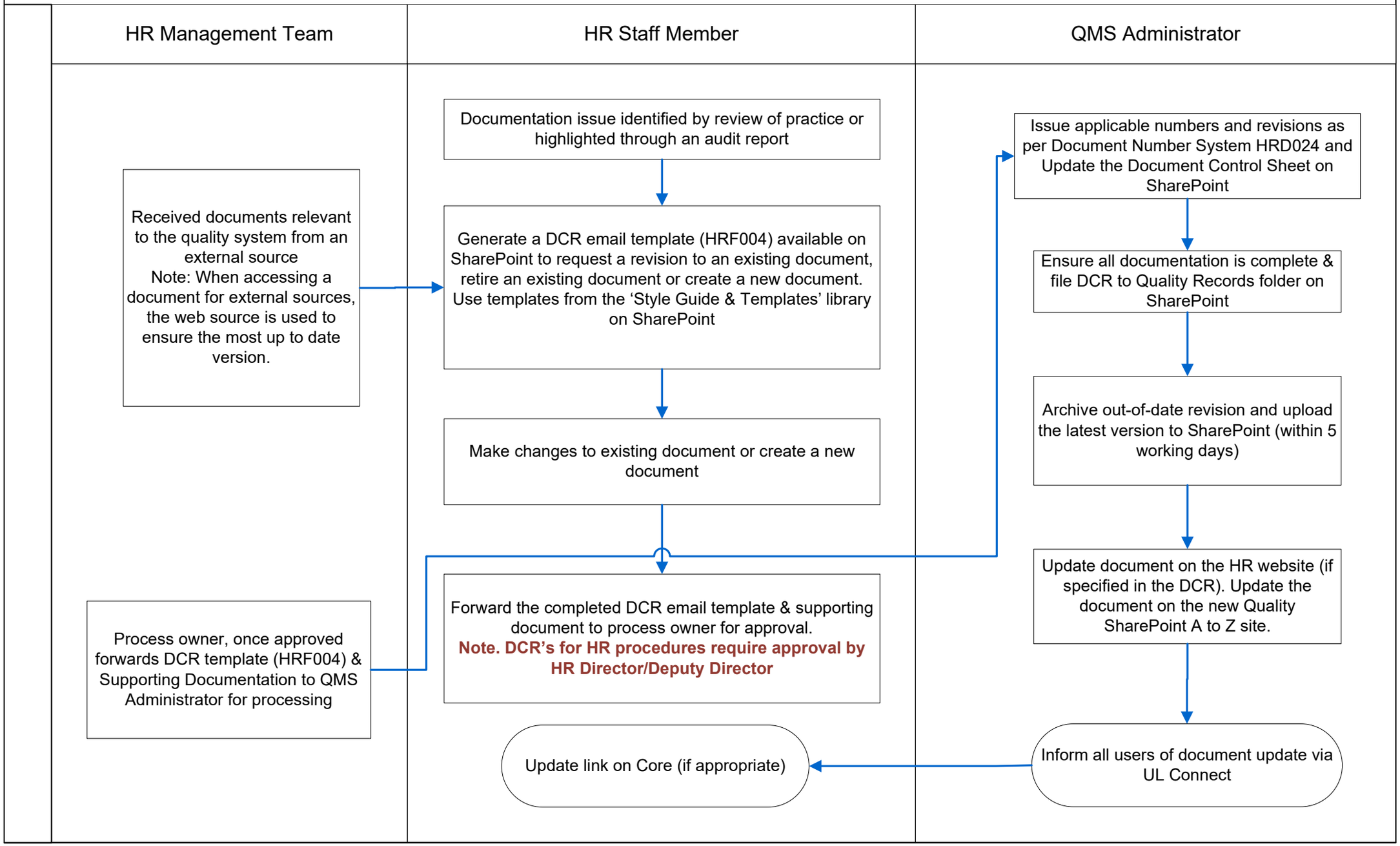
Date: 03 July 2025



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 document control provides a means of managing the development, approval, issue, change, distribution, maintenance, use, storage, security, and disposal of documents.

QMS02.20: Document Control Map

Process Owner: Director HR **Date: 03 July 2025**

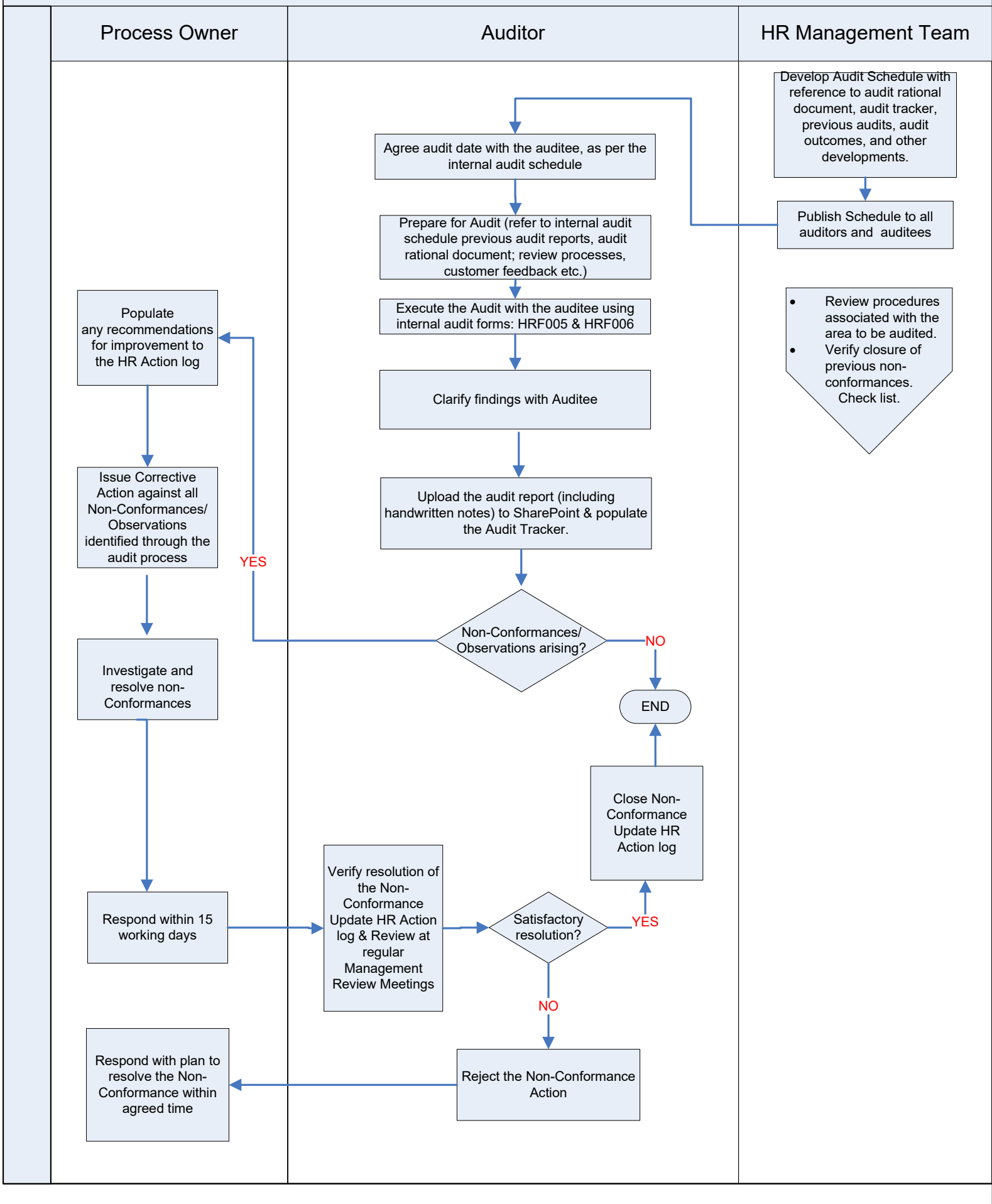


Business Objective: The HR Division is subject to external and internal audits through which areas for improvement are identified and managed by means of the Corrective & Preventative Action Register. The following process outlines the steps involved in managing the HR audit process.

QMS03.15: Audit Process

Process Owner: Director, HR

Date: 03 July 2025

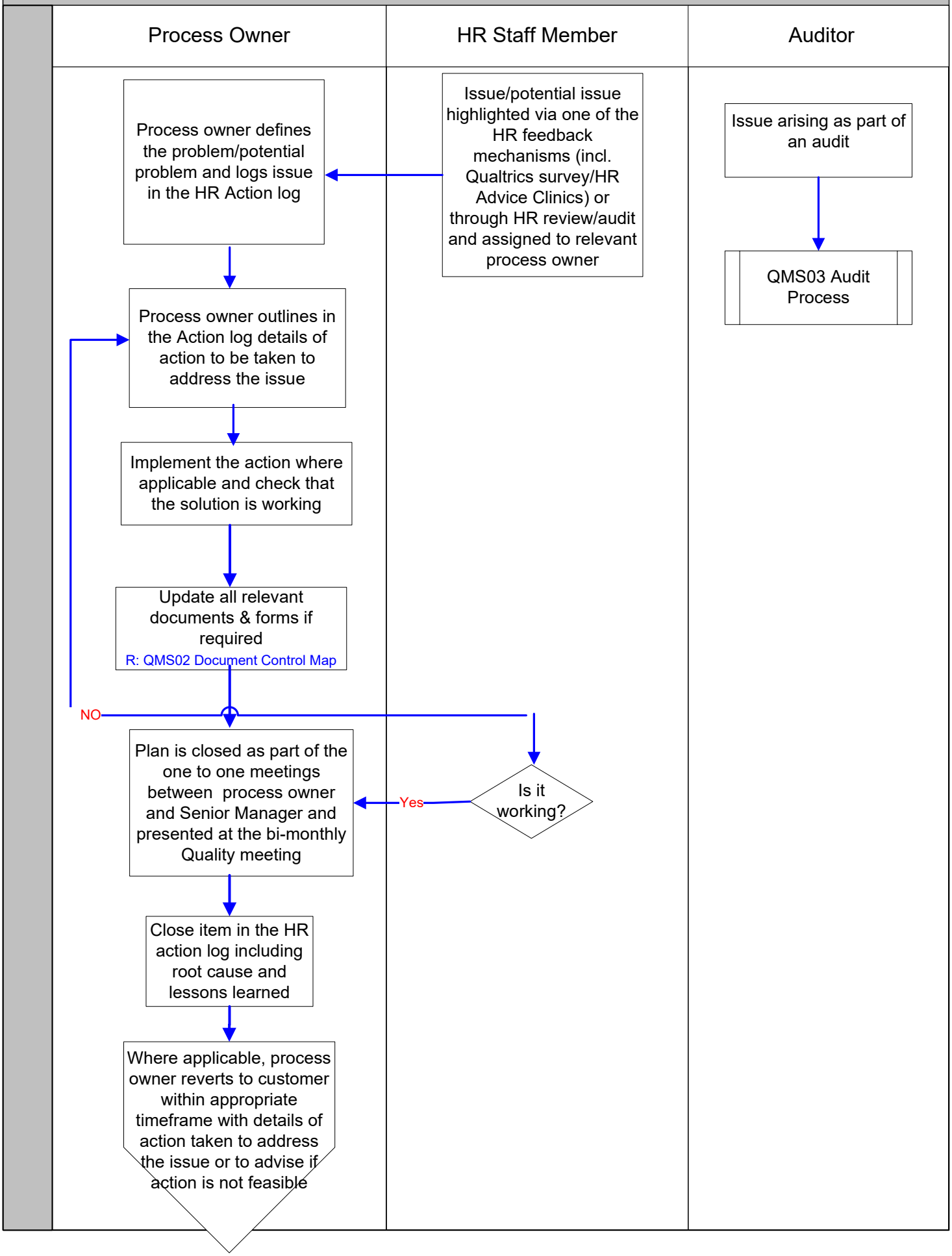


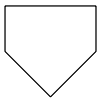
Business Objective: The purpose of this process is to provide for a system and instructions, and to assign responsibilities for initiating, requesting, implementing, and verifying the effectiveness of corrective and preventative actions.

QMS04.16: Corrective & Preventative Action Map

Process Owner: Director HR

Date: 03 July 2025





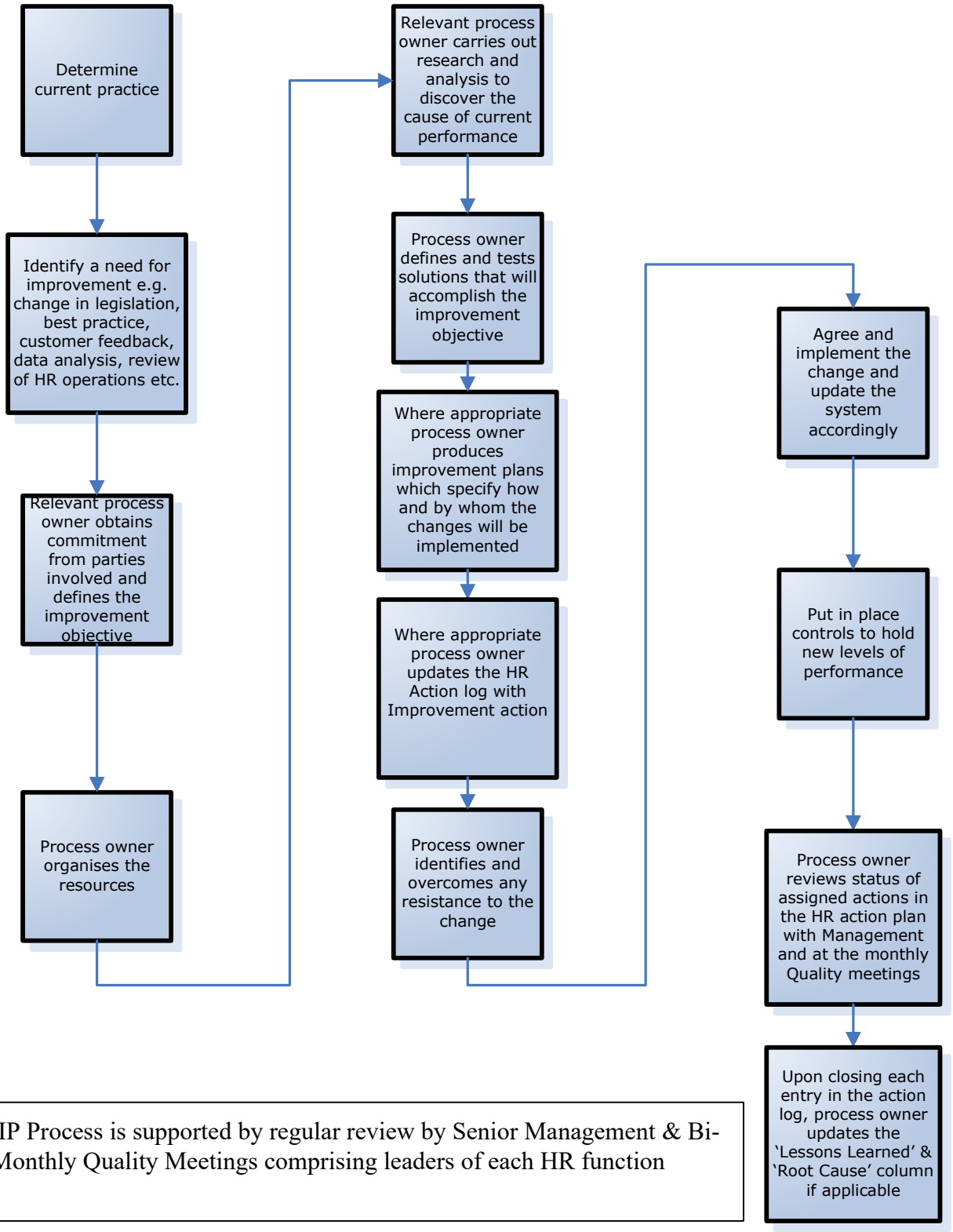
QMS06.12: Continual improvement Process

Process Owner: Director, HR

Date: 03 July 2025

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'.



The CIP Process is supported by regular review by Senior Management & Bi-Monthly Quality Meetings comprising leaders of each HR function

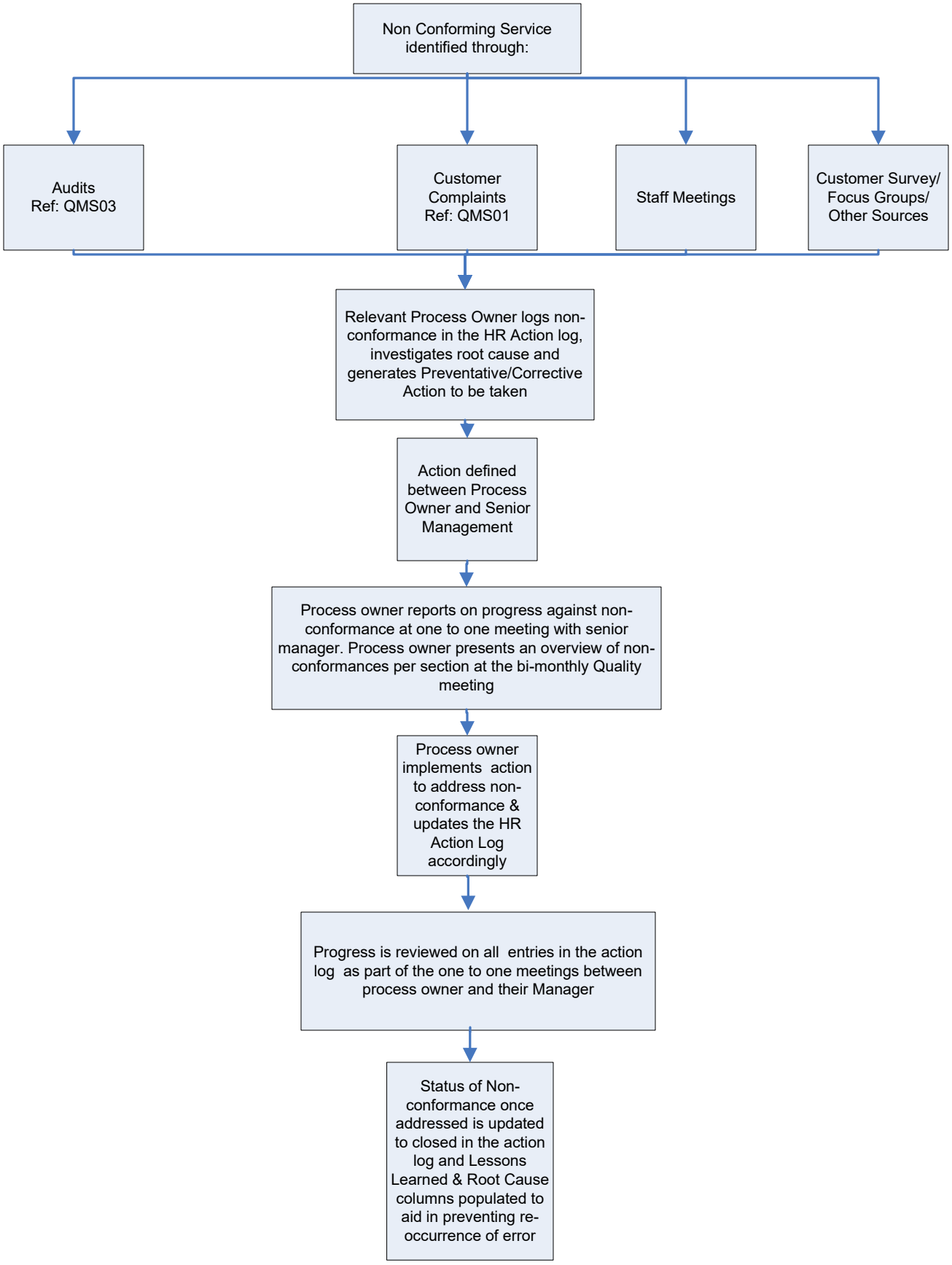
This process outlines the steps for dealing with non-conforming service

QMS08.16: Non-conforming Service

Process Owner: Director, HR

Date: 03 July 2025

Human Resource Division



QMS09.17: Record Control Process

Process Owner: Director, HR

Date 03 July 2025

Business Objective: The HR Division holds highly confidential information which is maintained in line with the University's Data Protection Regulations. and the Records Management Procedure. The following outlines the procedures for the management of these records.

HR Division

1) Purpose :

The purpose of this document 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 supported 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.

HR Management team completes the Movers and Leavers Checklist when a staff member leaves the Division or moves to a different department to ensure: Data Protection/ Access Management/ Asset Recovery and Compliance.

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

