

## DOCUMENTATION CONTROL PROCESS

### 1. PURPOSE

The purpose of this procedure is to define the company process for the managing, release, change and approval of documents and records.

### 2. PROCEDURE

The company recognises three main categories of documents, “Policies, Procedures and instructions”, “Forms” and “Records”. These are controlled as follows:

#### 2.1 Control of Quality Manual, Policies, Procedures and Instructions

The Quality Manual and handbook is maintained electronically by the Document Controller and is available to all staff members. It is the responsibility of all managers to ensure that all approved/authorised changes to the handbook are conveyed to the Document Controller for manual updating.

All policies, procedures and instructions are maintained on the shared drive by the Document Controller. Each one of these documents has an assigned Owner. A list of the Document Owners is kept by the Document Controller. For all documents a system of version control is used starting with Version 1. Subsequent released changes then cause the number to be advanced 2, 3, 4, etc. The version number is to be included in the file name when saving documents.

Also, within the page footer of the document the file name will be displayed on the left hand side and the version number on the right hand side. Each document also contains a version history noting the date of issue for each version of a document and a description of the change/s made. The Document Controller will ensure that the most up to date versions of policies, procedures and instructions are on the shared drive. Accordingly, staff are encouraged to utilise the shared drive rather than saving documents to personal folders to ensure that they have the most recent documentation on hand.

The Document Controller will maintain a Documentation Matrix listing the Policy, Procedure or instruction, Document Owner, Version, issue date/change date and reason for changes on the shared drive at T:\Quality Management Development\Records

#### 2.2 Changes

To make changes to any policies, procedures or instructions on the shared drive:

- Contact the Document Owner regarding your proposed changes. If you do not know who the Document Owner is then contact the Document Controller.
- On the Document Owner’s agreement copy the document from the shared drive to your computer and make changes.
- Send the new version of the document to the Document Owner for approval.
- The Document Owner then forwards the new version to the Document Controller via e-mail. The reason for the change should be included in the e-mail.

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- The Document Controller replaces the document on the shared drive with the new version and notifies staff via e-mail of the new document version available. The old version is moved to an 'Obsolete Folder'.
- The Document Controller updates the Documentation Matrix to reflect changes made to the policy, procedure or instructions. The old details of the policy, procedure or instruction is moved to the old tab in the Documentation Matrix

#### 2.3 Forms

All forms are to be maintained on the shared drive by the Document Controller. Any proposed changes to any of the forms on the shared drive are to follow the above instructions for changes to policies, procedures or instructions. The list of forms is maintained on the server at: T:\Quality Management Development\Forms & Records

A release date to be included on all forms in the footer bottom left corner

#### 2.4 Records and Reports

All Records must be stored appropriately, be easily found or retrieved, be clear and have an owner. Each author of a procedure in conjunction with the Document Owner is responsible for identifying the associated records that each process generates. The Document Owner must advise the Documentation Controller of these records. The Documentation Controller must maintain an Index of Records with the following details for all records in the Division.

- Record Name
- Record Type (e.g. word document, excel document)
- Location or Server Folder
- Reference Procedure
- Owner
- Minimum Time kept

This list is maintained on the server at T:\Quality Management Development\Forms & Records

### 3. DOCUMENTATION AND RECORDS

Approvals of release/change are kept by the Documentation Controller on shared server in "Document approvals" folder.

Change records are listed on each document under version history. Form changes are not listed – as the old version is retained and amended, release date to be added as footer bottom left corner to new forms.

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**4. PROCESS VERIFICATION**

Evaluation of the Documentation Control process is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

**Revision History**

<b>Version</b>	<b>DATE OF ISSUE</b>	<b>DESCRIPTION OF CHANGE</b>	<b>OWNER</b>
1	23.04.08	Initial Release	Documentation Controller
2	08.04.16	Changes to wording, inclusion of Documentation Matrix spreadsheet	Documentation Controller