CONTROL OF DOCUMENTS

Aim of the Procedure

The aim of the procedure is to describe the structure of the Management System documentation and to ensure that all documentation is clearly identified and sufficient control is exercised to ensure that the latest issues of documentation are brought into use quickly and efficiently. Also to describe how to maintain, monitor and dispose of Records for information collected during the company's processes.

Responsibilities for Documents

Management Representative – Management System Manual and Procedures
Management Representative - Internal forms and quality documents

It is the responsibility of all personnel who create and/or store documentation and data to ensure that the data is maintained up to date, meets the requirements of the Management System and is suitably protected/backed up so as to prevent loss or damage.

Document Structures

The documentation is organised into three distinct levels.
Level one is the System manual, a broad outline of the company's policy on each of the sections in the standard, who is responsible for the applying the policy and a brief description of the methods we use to meet the policy.
Level two is the Company Procedures, are detailed procedures or systems that are fundamental to the Management System or apply across the departments within the company.
Level three is the Forms and Records, the standard forms and records that are kept by departments to provide the information necessary to monitor and control the Quality System.
It is worth noting that included in records are drawings, specifications, external standards and electronic data requiring control.

Document Procedures

The System Manual

Structure - The System Manual consists of five sections, one for each of the sections of the ISO9001 Standard. These are numbered to correspond to the sections of the standard.

Control - There is one controlled copy of the Management System Manual which is kept electronically on the SharePoint system.

Copies of the Manual – Any copies other than that on the company SharePoint system are uncontrolled. Any printed copies are also assumed to be uncontrolled.

Changes to the Manual - All changes to the Management System Manual are actioned by the Management Representative or their designated representative. The latest changes made are highlighted using Microsoft Word tracking; this clearly shows the changes made since the last issue. On raising a new issue ensure that the previous change is accepted and restored to normal print.

Maintenance of the Manuals - When a section of the Management System Manual is amended it is saved to the master folder on the company computer system with a new issue number. The old version is removed from the system.

Company Procedures

Structure - The Company Procedures consists of individual documents relating to a specific procedure or systems. Each procedure is individually identified.

Each procedure also has an issue number unique to that particular version, any changes result in a new issue number.

Control - There is only one controlled copy of a Quality Procedures held electronically on the company SharePoint system. All printed copies are uncontrolled.

Copies of the Procedures - Caution must be exercised when copies of the Procedures are taken, these copies are not maintained. Any hard copy of the procedures is deemed to be an uncontrolled copy.

Changes to the Procedures - All changes to the Company Procedures Manual are actioned by the Management Representative or their designated representative. The latest changes made are highlighted using Microsoft Word tracking; this clearly shows the changes made since the last issue. On raising a new issue ensure that the previous change is accepted restored to normal print.

Maintenance of the Manuals - When a Company Procedure is amended it is published to the company SharePoint system with a new issue number. The old version is removed from the system and archived.

Internal Forms

Structure - Forms for use throughout the company that form part of the company record system must be identified and controlled in a manner similar to the company manuals.

Control - All forms that are part of the company Management System must be submitted to the Management Representative or their deputy for approval before being made available as masters on the company computer system. If you are creating a new form obtain a suitable form reference number before submitting the master for filing. When new forms are issued, all obsolete forms are removed from the system if necessary.

Copies of the Forms - Do not photocopy the forms from secondary copies unless you have checked the current issue number with the computer master.

Changes to Forms - Changes to forms can be actioned by anyone. The amended form must be presented to the Management Representative or their designated representative for inclusion in the master forms folder on the computer system. The old electronic version of the form is moved to the archive folder.

The decision to remove all unused forms in the system is made by the Management Representative. If the change is critical then all unused forms will be destroyed and replaced. Otherwise old forms will be used until they are exhausted.

External Documents

Customer drawings and specifications are held and controlled by the Management Representative.

Legislative documentation is held and controlled by the Management Representative.

Responsibilities for Records

All employees shall ensure the procedures are adhered to and the system records are maintained at all times.

Procedure for Records

Maintenance of the Records

Responsibility for raising the records is as stated in the relevant processes described in the quality system.

Responsibility for maintaining the completed records is as stated on the DOCMAS01 Document Master Record.

Confidential records shall be kept in a secure locked filing cabinet or, if electronic, in a restricted access folder on the company server.

Monitoring of the Records

Monitoring of the information in the records is at the Management Review meeting.

Monitoring of the condition and completeness of the records is the responsibility of the persons named in the relevant processes of the quality system.

Disposal of Records

Disposal is carried out at the interval recorded on the DOCMAS01 Document Master Record and is the responsibility of the named person on the form. Confidential records shall be shredded or deleted from the computer system.

Electronic Records

All electronic records are held on a remote hosted server, backups and disaster recovery are the responsibility of the provider of the service.

Related Documents

DOCMAS01 - Document Master Record

Document History

October 2016 Initial Draft

February 2019 New branding