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CONTROL OF RECORDS

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Summary

This procedure defines the requirements for the identification, storage, protection, retrieval, retention time and disposition of controlled quality records.

“Quality records” are those records which provide evidence of Grant Walker Engineering having met – or not met – requirements. This may include requirements related to inspection, purchasing, contractual requirements, etc. The full listing of records affected by this procedure is given in the table at the end of this procedure.

Records outside of this scope do not require control, but may be controlled at the discretion of management.

PROCEDURE

Identification

1. Grant Walker Engineering maintain records that are needed to provide evidence of conformity to requirements and of the effective operation of the quality management system. The records are identified in the table below, along with the controls for each record type.

Storage

2. Storage methods are indicated in the table below, for each record type.
3. Softcopy records and data are stored on the company server or computers; in all cases, computers are subject to backup on a continuous basis with storage off site.
4. Hardcopy records are stored in suitable cabinets that prevent damage or deterioration.

Retention, Retrieval & Disposition

5. Manuscript records shall be maintained a minimum of 3 years unless otherwise indicated below or as defined by customer, statutory or regulatory requirements.
6. Manuscript training records and other records pertaining to employees will be retained at least one year beyond that employee's end of employment.
7. Manuscript records that are discarded after retention shall be permanently destroyed.
8. As required by customer contract or regulatory requirements, quality records shall be made readily available for review by the requesting authority. Such review is limited to those records applicable to the customer or regulatory authority, and shall not allow for the accidental or intentional release of confidential information to an unauthorised party.

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Protection

9. The listed “controller” shown in the table below must ensure their assigned records remain legible, readily identifiable and retrievable.
10. In order to ensure protection of records, electronic records are subject to continuous backups, with the backup stored on a separate server maintained by an external IT provider
11. Quality records data stored on individuals’ computers are backed up through the server (as above),
12. Entries made by hand on hardcopy forms shall be made in ink.
13. White-out or correction tape is not to be used on any quality records. The correct procedure for making corrections is to cross the error out, make the correction and initial it. Optionally, date-sensitive corrections should be dated as well.



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QUALITY RECORDS MATRIX

Document Type	Record	Responsible Controller	Type of Record	Storage Location	Discard Method
<u>Management Review Minutes</u>	Management Review Meeting Minutes	Directors	Softcopy	Server	Secure delete
<u>Training Records</u>	Training Matrix	Directors	Softcopy	Server	Secure delete
	Employee Training Records	Directors	Softcopy	Server	Secure delete
<u>Service Delivery Records</u>	Preventive Maintenance Records	Project Manager	Softcopy	Server	Secure delete
	Sales Orders	Project Manager	Hardcopy	Administration	Shred and discard
	Purchase Orders	Project Manager	Softcopy	Server	Secure delete
	Delivery Documents	Project Manager	Hardcopy	Administration	Shred and discard
<u>Contract Review Records</u>	Customer Enquiries	Administration	Softcopy	Server	Secure delete
	Quotes	Administration	Softcopy	Server	Secure delete
	Customer POs	Administration	Softcopy	Server	Secure delete
	Customer specifications	Administration	Softcopy	Server	Secure delete
<u>Vendor Evaluation</u>	Supplier Questionnaire	Commercial Manager	Hardcopy	Administration	Shred and discard
	Approved Supplier Lists	Commercial Manager	Softcopy	Server	Secure delete
	Supplier Re evaluation records	Commercial Manager	Softcopy	Server	Secure delete
<u>NCR</u>	Non conformance Records	Project Manager	Softcopy	Server	Secure delete
<u>Corrective and Preventive Action</u>	CARs	Project Manager	Softcopy	Administration	Secure delete
<u>Internal Audits</u>	Internal audit Reports	External Resource	Hardcopy	Administration	Shred and discard