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DOCUMENT CONTROL

Document No:	QAP003
Revision:	A
Author:	Quality Services
Approval:	
Date:	01/05/17

Summary
This procedure defines the requirements for the creation, review, approval, distribution, use and revision of Grant Walker Engineering quality management system documents.
This procedure applies only to documents which instruct Grant Walker Engineering staff on how to carry out activities and tasks; this includes manuals, procedures, forms and instructional sheets or posters. Documents outside of this scope do not require control.

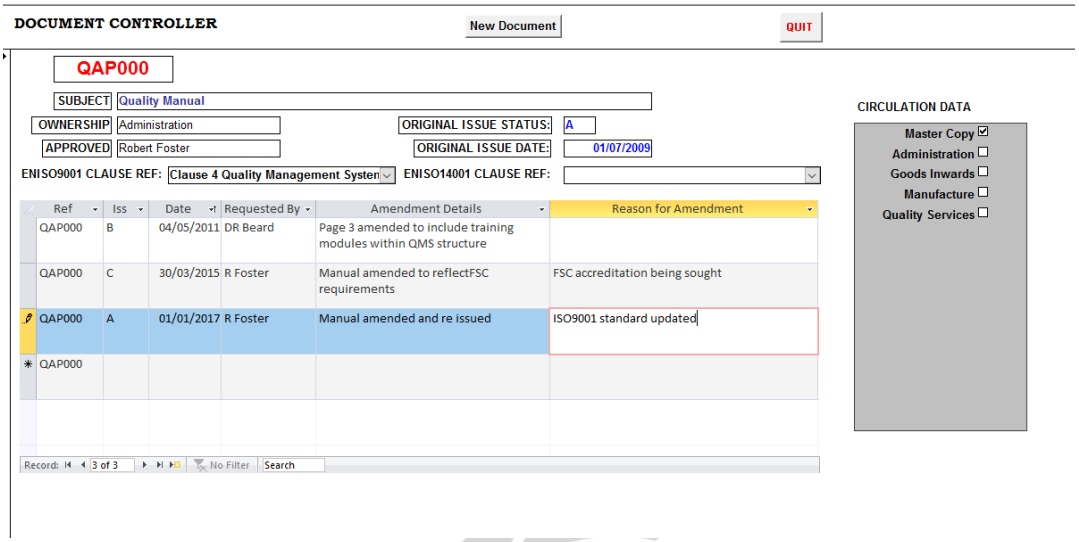
PROCEDURE

Creation of Documents

1. Documents are created as required based on local knowledge, ISO9001 requirements, legislative controls and marketplace needs .
2. All internal documents are created as soft files (MS Word®, etc.); it is recommended that files of a similar type follow the format of other documents in that type.
3. Draft versions must then be sent to the Directors for review and approval.
4. Original releases of documents are given a revision indicator of “A”.

5. Review and Approval

6. The Quality Manual and Policy Statement may only be approved by the Directors Other documents are to be approved by the original author, an appropriate departmental manager or the external quality resource.
7. Draft files may be sent to the approver(s) via hardcopy or e-mail.
8. The reviewer will resolve any issues with the original author to achieve a satisfactory document.
9. Details of the document shall be entered into the QMS database recording:
   - Document Reference
   - Subject
   - Technical Ownership
   - Original Issue Status
   - Name of Document Approver
   - Approval Date
   - ISO9001 Clause
   - Document Circulation



10. The Master Word document shall be placed in a dedicated file to prevent unauthorised amendment.
11. A pdf copy of the document shall be created and placed in a file accessible to all PCs via a hyperlink system.
12. Any previous soft versions are then moved to a separate folder identified for obsolete documents which are kept for historical purposes.
13. The directory of official released documents shall act as a “master list” of documents, indicating the current versions of all documents. No other master list is required.

14. Distribution of Documents

15. Controlled documents will be available via the intranet for all employees for training or information purposes.
16. If manuscript controlled documents are to be issued, the Directors will maintain a list of where controlled hardcopy documents are to be distributed. The Administration Department will be responsible for distributing updated copies of such controlled hardcopies to proper locations. Controlled hardcopies may not be altered or modified by users, and must remain legible and readily identifiable. This includes hand mark-ups by unauthorised personnel.

Document Effectiveness

17. Documents shall be reviewed as part of the internal audit process and where shortcomings are identified, a recommendation for amendment shall be made.
18. Documents forming the QMS shall be subject to review at the annual management review.

Revising Documents

19. Changes to documents go through the same steps as original issue, except that their revision level is advanced upon approval.
20. Only authorised personnel may change documents, although any employee can request a change to their Manager.
21. Details of any changes made to QMS documents shall be recorded within the QMS database using the screen shown earlier recording:
    - New issue status
    - Amendment date
    - Name of person requesting amendment
    - Reason for amendment
    - Name of person approving amendment
    - Details of Amendment

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22. Any changes to documents that require customer or regulatory authority review and approval shall be submitted accordingly, and not implemented until such approval is obtained.
23. If document changes require customer or regulatory approval prior to implementation, this will be obtained in writing. When processes are changed, the appropriate documentation shall be updated, with a change history updated to reflect the reason for the change.
24. Re-evaluation, inspection (where applicable) and internal auditing will confirm the effectiveness of changes.

Controlling Documents of External Origin

25. For external documents such as standards or third party specifications which are referenced in a customer purchase order or contract, these documents may be maintained without control, provided that the revision of the document on file matches the revision indicated by the customer. Where the customer provides no revision number, the latest (most recent) revision shall be assumed.
26. For external documents such as standards or third party specifications which are not referenced in a customer purchase order or contract, these must be controlled. Such control requires that the responsible manager obtain the latest version of the document, and maintain it on the company server (for electronic versions) or in a binder of controlled external documents (for hardcopies). Like other controlled documents, these may not be edited or copied.
27. External documents for non-critical use, such as user manuals, reference books, marketing materials, and supplier directories are not controlled.

Forms

28. Forms are a special kind of document that may be photocopied as needed. Furthermore, forms do not require an approval signature.
29. A softcopy of each approved form must be sent to the Managing Director for inclusion in the document control area on the intranet, and for inclusion in the QMS Database.