

Documentation Control Process



PURPOSE

The purpose of this process is to ensure that the correct version of documentation is available at all times. The procedure covers the review and control of all documentation in the Quality Management System. This includes:

- Quality Manual
- Quality Policy
- Customer Charter
- Key Business Processes
- QMS Processes
- Operational Procedures
- Forms / Templates
- Records

PROCEDURE

In the Office of the President all internally controlled QMS documentation is maintained in electronic format. The SharePoint electronic version is regarded as the master copy and is controlled using revision control. All members of the quality team have access to SharePoint. Overall responsibility for publishing QMS documentation rests with the documentation controller (P.A. to President). Once finalised on SharePoint all QMS documentation is then published on the [Web](#).

QMS Content and Key Business Processes

The following table outlines the approver for each element of the Quality Management System.

QMS Document:	Approved by:	Published:
Quality Manual	President	Web
Quality Policy	President	Web
Customer Charter	President	Web
Key Business Processes	Unit Head / Manager	Web
QMS Processes	Director of Quality	Web
Operational Procedures	Unit Head / Manager	SharePoint
Forms/Templates	Unit Head / Manager	SharePoint
Records	Unit Head / Manager	SharePoint / Individual offices

The procedure for publishing high-level content of the QMS as well as all key business processes is as follows:

1. The requirement for a new process is discussed by the Quality Team. A process owner is identified and it is their responsibility to document the process and seek approval from their Unit Head/Manager.
2. Change to an existing process is discussed with the process owner.
3. Create the document or make changes to existing document.
4. Update the document and include brief details in the revision history tab.
5. Obtain approval for document (see above list).
6. Forward document (with record of the approval) to the documentation controller for release.
7. Documentation controller files the record of approval.

Documentation Control Process

8. The documentation controller publishes the document on the web (retaining the same filename) and communicates the update to relevant staff.

The web version of all QMS documents and key business processes is the latest version. It is the responsibility of all staff to ensure that any paper material is the current version. Printed material is uncontrolled documentation.

Operational Procedures

Operational procedures for all units of the Office of the President are stored on SharePoint.

1. The unit head / manager identifies the need for a new operational procedure.
2. The person responsible for carrying out this procedure will document it and seek approval from the unit head/manager.
3. Each unit within the Office of the President has a representative on the Quality Team.
4. The quality team representative for each unit is responsible for publishing operational procedures on SharePoint.

SharePoint

SharePoint portal is used as repository for QMS documentation and records. The site library is called 'President's Office Quality Review Project'. The folder structure for this library is as follows:

- Processes
 - Key Business Processes
 - Operational Procedures
 - President's Office
 - Corporate Secretary's Office
 - Quality Support Unit
 - QMS Processes
- QMS Documentation (Quality manual, policy and QI action plan)
- Audits
 - Reports
 - Checklists
 - Schedule
- Quality Team Minutes
- Forms / Templates
- QMS for Web
- SAR
- SAR Planning

Naming Convention

All documents are given a name relevant to their use. The document title is the unique tracking method and should not be changed with each revision.

Revision Control

All QMS documentation is given a revision control number, starting with revision 1 for 'Initial Release'. The revision history is maintained at the end of each document. For forms, a revision date is sufficient. Copies of old versions of documents are not maintained.

Website Management

The policy of the Office of the President is to use the website as the primary means of communicating with the key users of our services. Information is organised under relevant categories. The web is also used to

Documentation Control Process

host our Quality Management System. The website is hosted on an ITD server, and is edited locally using Drupal. All members of the quality team have access to Sharepoint. Only PA to President has access to Drupal to maintain President's Office Quality webpage. Site content is regularly reviewed to ensure it is current and relevant. All operational procedures are stored on SharePoint.

UL Corporate Policies and Procedures

Process of Control:

- All [University Corporate Policies](#) must be approved by Governing Authority.
- All University Corporate procedures / regulations / protocol and guideline documents are approved by Executive Committee.
- Unit-level policies and procedures are approved by the relevant Director.

RECORDS

Records are held by the Office of the President for the period defined by individual processes. All units within the Office of the President operate in accordance with the [University's Records Management and Retention Policy](#).

PROCESS VERIFICATION

Evaluation of process effectiveness is carried out using Internal/QMS audits.

Revision No.	Date	Approved by:	Details of Change	Process Owner
1	Nov '15	Director of Quality	Initial Release	Quality Team
2	July '16	Director of Quality	Updated to ensure document names are not changed with each new version as this causes a new url and impacts on all current hyperlinks.	Quality Team
3	30 Nov '17	Director of Quality	Updated following QMS audit recommendations	Quality Team