# Procedure for Document Control and Management

1. **Purpose** - This procedure provides requirements for the creation, revision, and control of quality documents used by John Readings Pty. Ltd. employees.
2. **Scope -** This procedure applies to the creation, revision, and control of all documents pertaining to the John Readings’ Quality Management System (QS). QS documents include, but are not limited to, the following:
	* + John Readings’ Quality Manual.
		+ Organisation-wide Procedures.
		+ John Readings’ Safety Manual.
		+ Organisation-wide Forms.
		+ Department Administrative Policy and Procedures.
		+ Department Technical Procedures.
		+ Department Training Procedures.
		+ Department Forms.
3. **Definitions**
	* + **Approver** – The employee responsible for the content of the document. Approvers shall be considered the Issuing Authority. **Approvers** for the following documents shall be:

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| **Document** | **Approver** |
| John Readings’ Quality Manual and organisation-wide Procedures | Director/Quality Manager |
| John Readings’ Safety Manual | Safety Manager, or Assistant Manager/Quality Manager |
| Organisation-wide Forms | Director/Quality Manager or Quality Control Officer |
| Department Technical Procedures and Department Training Procedures | Department Manager and/or Technical Leader, or Supervisor |
| Department Policy and Procedures | Department Manager, or Supervisor |
| Department Forms | Department Manager, and/or Technical Leader or Supervisor |

* + - **Author** - The employee who writes or revises the document.
		- **Document Approval Attachment (DAA) -** A form to record and authorize the development, change and/or approval of all controlled, John Readings’ generated documents (except forms). Each controlled, John Readings’ generated document shall have a unique DAA. The blank copy of the DAA is located on the John Readings’ internal network server.
		- **Document Custodian** – The employee at either the organisation-wide or Department level who is responsible for ensuring the proper formatting, publishing, distribution, and archiving of controlled documents.
		- **Form** – A document with a fixed arrangement of spaces designed for entering and extracting information.
		- **John Readings’ Procedures** - The controlled documents that describe the execution of policies in the Quality Manual. Procedures describe the means by which activities (tasks, examinations, analyses, etc.) shall be performed.
		- **John Readings’ Safety Manual** - The controlled document that describes the safety program at the John Readings’ (i.e., protection of employees from hazardous chemicals, wastes, and blood borne pathogens; evacuation in cases of fire, explosion, or natural disaster; etc.).
		- **John Readings’ Quality Manual** - The controlled document that describes the QS.
		- **Master List** - The list that identifies the current revision status and distribution of John Readings’ generated documents in the management system. For each document, the Master List shall include the title, version number, issue date, and date for next scheduled review. The Master List of QS documents shall be maintained by the John Readings’ Document Custodian.
		- **Reviewer** – The employee responsible for reviewing documents using reference sources and other pertinent information to ensure inclusion of all necessary elements and compliance with any associated policies and procedures. The review may be conducted for technical, legal, or quality assurance purposes.
		- **Department Technical Procedures** – The controlled documents that provide detailed directions for the performance of technical duties.
		- **Department Policy and Procedures** – The controlled documents that provide written guidance for administrative functions within the Department.
		- **Department Training Procedures** – The controlled documents that provide instructions for training in specific skills required for analyses or examinations.
1. **Procedure**

# The official copy of John Readings’ generated QS documents shall be the electronic copy that is published on the John Readings’ intranet. Archived copies of these documents shall be stored by the Quality Control Officer on the John Readings’ intranet. When a form is revised, the use of the previous version of the form shall be discontinued.

# Employees may download and print copies of documents; however, copies shall be uncontrolled. If a controlled document other than a form is printed, the effective date shall be clearly indicated and it shall be identified as an uncontrolled copy. Printed copies of electronically controlled documents used for casework activities shall be disposed of within the same work day. Forms may be printed for use and retained in printed format.

# Format of John Readings’ Generated Documents

# Each QS document (except forms) shall have a unique title and each page of the body of the document shall have a header that includes the following:

* Title.
* Version Number.
* Effective date.
* Department identification.
* Issuing authority.

# In addition, each page of the body of the document (except forms) shall have a footer that includes the following:

* Pagination (Page \_ of \_ ).
* All copies of this document are uncontrolled when printed.

# Each QS document (except forms) shall be written using the following:

* Microsoft Word.
* Times New Roman.
* Font 11.
* Full margin justification.

# Revision History

# At the end of the body of each QS document (except forms), a Revision History shall be included to detail the changes made. The Revision History shall contain the revision number, the effective date, and the reason(s) for revision. Any typographical and grammatical changes may be summarized in one statement.

# Forms shall have the following identifying information:

# Header

* Title.
* Version Number.
* Effective date.
* Department identification.

# Footer

* Signature of Approver.
* Pagination (Page \_ of \_ ) or a mark to signify the end of the document.

# Document Development of John Readings’ Generated Documents

# QS Documents (except forms) shall be created or modified according to the basic process described below.

# The author of a document shall have expertise in the subject matter. The technical details of the document shall correspond to the complexity of the activity being performed as well as the background of the intended user. The document shall include enough detail to ensure that the activity conforms to quality requirements. Documents in draft form shall be labeled as such.

# Once the document has been drafted or revised, it may be informally reviewed by other John Readings’ employees with subject matter expertise. When a final draft has been prepared, the document changes shall be detailed in the Revision History. An original document shall be indicated as such in the Revision History.

# The author shall complete the Requestor departments of the DAA. Any safety, training, or resource requirements shall be summarized on the DAA. The document and DAA shall be submitted to the Reviewer(s).

# An author shall not review a manual or document that he/she has written. The author shall ensure that all manuals and documents undergo technical, quality assurance, and legal reviews.

# Document Review of John Readings’ Generated Documents

# Technical review - The technical reviewer shall have knowledge of the procedure to evaluate the document. The technical reviewer shall evaluate the document for technical accuracy, technical sufficiency, and clarity of presentation using reference documents and other pertinent information. (Note: the approver may also conduct this technical review).

# For technical procedures, the technical leader for the discipline/sub-discipline shall be the author, reviewer or approver.

# Quality Assurance Review - The Director/Quality Manager (QM) shall perform a quality assurance review of the process and of the document. The quality assurance review shall evaluate the document for the inclusion of quality requirements, quality sufficiency, and adherence to John Readings’ policies and procedures.

# Legal Review – The document shall be reviewed by John Readings’ Legal Counsel.

# If the review of the document is approved, the DAA shall be signed and dated by the reviewer.

# If the review of the document is not approved, the author shall be notified of the reasons. Conflicts shall be resolved between the author and reviewer and any agreed upon modifications shall be incorporated into the document. The review cycle shall be repeated until such time as each reviewer has indicated approval on the DAA.

# John Readings’ and Department forms do not require a Technical, Quality Assurance or Legal Review.

# Document Approval of John Readings’ Generated Documents

# A John Readings’ generated form shall be approved before dissemination to staff. The approver shall review the form. If approved, the form shall be signed and dated by the approver and placed on the John Readings’ intranet by the QCO.

# All other John Readings’ generated documents shall be approved before dissemination to staff. The approver shall review the document. Changes and concerns shall be noted and discussed with the reviewer(s) and author. If there is disagreement, the approver shall determine the final action. After any changes and identification of additional training and resources or impact to customers or other Departments, if any, the approver shall perform one of the following:

# If the document is approved, the DAA shall be signed, dated, and returned to the appropriate Document Custodian.

# If the document is not approved, the author shall be notified of the reason(s).

# Issuance and Distribution of John Readings’ Generated Documents

# After approval, the effective date of the document shall be included in the file name. The document shall be submitted to the Quality Control Officer (QCO). The QCO shall update the Master List.

# Documents (except forms) shall be converted to Portable Document Format (PDF) before issuance, publication on the John Readings’ intranet, or distribution. For John Readings’ and Department documents, the QCO shall post the approved document on the John Readings’ intranet site and the John Readings’ shared drive. The QCO shall notify the Department Document Custodian when the process has been completed.

# Affected personnel shall be trained on management system documents. When org-wide management system documents are issued, the Quality Control Officer shall ensure that each affected John Readings’ employee signs an Acknowledgement Sheet to indicate review of the document. When Department specific management system documents are issued, the Department Manager/Supervisor shall ensure that each affected John Readings’ employee signs an Acknowledgement Sheet to indicate review of the document. The Acknowledgement Sheet(s) shall be scanned and stored on the internal network file server.

# The use of new or revised documents shall begin on the effective date.

# Document Removal - The Department Manager and/or Technical Leader shall have the authority for removal of Department documents. The Lab Director shall have the authority for removal of John Readings’ documents. If the decision is made to remove a document, the appropriate authority shall notify the Document Custodian to remove and archive the document and to update the Master List.

# Monitoring of organisation-Generated Documents

# The Department Manager or designee shall ensure that all controlled Department documents are reviewed annually (and revised as necessary) to ensure that the documents reflect current policies, practices, procedures, and technology. This review shall be documented in a memorandum and posted on the John Readings’ intranet. The Lab Director, QM and the QCO shall be notified electronically of the posting. Documentation shall include the name of the reviewer(s), the title(s) of the document(s) reviewed, and the date(s) the documents were reviewed. Internal or external audits and/or quality reviews do not satisfy this requirement.

# The QCO shall ensure that all controlled John Readings’ policies and practices are reviewed annually and revised when necessary. This review shall be documented and retained by the QCO. Documentation shall include the name of the reviewer(s), the title(s) of the document(s) reviewed, and the date(s) the documents were reviewed.

# If changes (including administrative/typographical) are required to any document or manual (except forms), a DAA shall be initiated and the procedure followed for document revisions.

# Documents may be updated and reissued as necessary. A new version number (the next whole number) shall be assigned when a new document version is approved. Amendments or changes to final documents by hand shall not be permitted.

# Instrumentation Manuals and other Externally Produced Documents

# Documents from external sources may be treated as references or as QS documents. If treated as a reference material, a copy shall be maintained in the Department. If treated as a QS document, a record shall be maintained on a Department distribution list to track the use of the document as part of the quality system. All manuals for critical equipment shall be treated as QS documents.

# The Department Manager shall review and approve the use of externally produced QS documents by approving the Department Distribution List. The Department distribution list shall be maintained by the Department Manager or Department Document Custodian. The document title, date, version number, distribution date, and the location of the copies shall be included on the list.

# After an externally produced QS document has been issued, the Department Manager or Department Document Custodian shall distribute the manual/document or a copy to the appropriate party or location.

# Document Retention and Archival

# Superseded documents shall be removed from use; however, one electronic copy of the document shall be retained as an archived copy.

# Archived copies of John Readings’ Quality Manual, John Readings’ Procedures, and the Safety Manual shall be maintained by John Readings’ Document Custodian.

# Archived copies of Department ISO Policy and Procedures, Department ISO Technical Procedures, ISO Training Procedures, and Department ISO forms shall be maintained by the Quality Control Officer. Archived pre-ISO copies of Department Policy and Procedures, Department Technical Procedures, and Training Procedures shall be maintained by the Department Document Custodian.

# Instrumentation manuals or externally produced quality documents shall become superseded when the entity that produced the manual/document issues a new version or the manual/document becomes obsolete. Archived instrumentation manuals/external documents shall be retained by the Department Document Custodian.

# The superseded manual or document shall be labeled (Ex. “Archived on…” or “Superseded on…”). If the archived copy is maintained in electronic format, the effective range shall be added to the filename (e.g., TRACE XRF 2008.8.11 – 2010.10.15).

1. **Records**
* Master list
* Document Approval Attachment
* Department Distribution lists
1. **Attachments – N/A**

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| **Revision History** |
| Effective Date | Version Number | Reason |
| 17/09/2015 | 1 | Original Document |
| 26/10/2015 | 2 | Modified 4.6.2 to show the QCO posting org-wide and Department documents to the intranet and shared drive. Modified Definition for DAA - removed sentence referring to Appendix A. 4.10.3 - archived copies of ISO of procedures maintained by QCO, previous policy and procedures shall be maintained by the Department Document Custodian. |
| 07/12/2015 | 3 | Modified 4.1 to agree with 4.10.3 |
| 30/05/2016 | 4 | 2.0 - modified scope; 3.0 - added approvers for forms, revised DAA definition; 4.1, 4.2, 4.2.3, 4.2.4, 4.3, 4.3.1, 4.4, 4.4.6, 4.5, 4.5.1, 4.5.2, 4.6, 4.6.2, 4.8, 4.8.3,4.9, 4.9.1, 4.9.2, 4.9.3 and 5.0 were modified to control forms; 4.10.3 - updated to reflect ISO implementation |
| 13/07/2016 | 5 | 2.0 - added wide to organisation procedures and organisation forms; 3.0 - clarified definition for approver; 4.2.1 - added issuing authority; added issuing authority to header; added 4.4.1.01 |