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**Revision History**

Name	Date	Reason For Changes	Version	Ref: Chg Request
Burgin	01/22/2002	Original Draft	0.1	
Flanagan	01/24-02/06/2004	Misc Saves and Edits to Draft	0.15	
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Recvd.	BINDER	DESCRIPTION
YES	00	QM
	01	NOC QM Binder
	02	Engineering / Cad
	03	Production
	04	Dir. Operations
	05	Human Resources
	06	General Library
	NA	VP Operations
	NA	VP Prof. Svcs.
	NA	President

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### **Company Quality Commitment**


Because we recognize the interdependence of quality and long-term success, *Company* executive management is committed to a formal and continuing program of review, evaluation, and modification of our business processes so that we can consistently deliver products and services that meet or exceed our customers' requirements. *Company* will pursue quality through implementation and maintenance of an ISO 9001:2000 compliant quality system that will help us to:

- Listen to our customers so that we can understand, define, and document their requirements
- Identify and correct deficiencies in our processes so that we may prevent future lapses in quality, thus continuously improving our ability to satisfy our customers
- Design and develop systems that meet or exceed those requirements while adhering to chronological and financial constraints
- Empower our employees by clarifying roles and responsibilities associated with internal customer/supplier relationships
- Utilize our partners' expertise effectively and efficiently in pursuit of meeting customer requirements
- Maintain and operate our customers' systems in such a way that our service is transparent

It is the responsibility of every *Company* employee and partner to understand, support, and adhere to the processes that comprise our quality system.

Mr. Visionary Aware

President *Company*


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## 1 POLICY

*Company* shall adopt in compliance with ISO 9001:2000 section **4.2.3 Control of Documents** that; “Any *Company* document which impacts the quality of our product shall be managed, published, and stored in a manner consistent with the defined standard.”

SAMPLE

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## 2 SCOPE


Document control is the process of controlling the development, use, maintenance and disposal of documents used and generated in the quality system. *Company* shall implement document control within each department.

Any document that impacts the quality of our products shall be managed under section "**PD\_423\_01 Document and Data Control**" of the *Company* Quality Manual.

## 3 DOCUMENT & DATA CONTROL REQUIREMENTS

### 3.1 GENERAL:

- *Company* shall establish and maintain document control procedures for documents of internal origin.
- *Company* shall control all documents that relate to the requirements of the standard.
- *Company* shall establish and maintain data control procedures.
- *Company* shall control all data that relates to the requirements of the standard.
- *Company* shall Establish and maintain document control procedures for documents of external origin.
- *Company* shall control all documents of external origin that relate to the requirements of the standard.

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### 3.2 DOCUMENT AND DATA APPROVAL AND ISSUE

- *Company* shall review documents for accuracy prior to release.
- *Company* shall review data for accuracy prior to release
- *Company* shall ensure that documents are approved by authorized personnel prior to release.
- *Company* shall ensure that data are approved by authorized personnel prior to release.
- *Company* shall establish and maintain a master list or document control procedure for identifying the current revision status of documents.
- *Company* shall ensure that the master list or document control procedure is readily available.
- *Company* shall ensure that pertinent versions of appropriate documents are readily available.
- *Company* shall prevent unintended use of invalid and/or obsolete documents.
- *Company* shall identify any retained obsolete documents.

### 3.3 DOCUMENT AND DATA CHANGES

- *Company* shall ensure that changes to documents are reviewed by the same functions that performed the original review.
- *Company* shall ensure that changes to documents are approved by the same functions that performed the original approval.
- *Company* shall provide the designated functions with access to pertinent background information upon which to base their review and approval.
- *Company* shall identify the nature of change either within the document or an appropriate attachment.

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## 4 DOCUMENT DEVELOPMENT

### 4.1 DOCUMENT IDENTIFICATION

All documents shall be identified by a unique document number. This document number shall include a document code to indicate the type of document. Document controls can be different for various types of documents, coding assists in identifying which controls apply.

#### 4.1.1 Document Types

AP	Activity Plan
AR	Activity Report
BF	Blank Form
BL	Blank Label
BP	Business Proposal
CA	Contractual Agreement
CC	Conformity Certificate
CP	Control Procedure
CR	Controlled Record
DN	Display Notice
ER	External Reference
GD	Guide
IA	Interface Agreement
IR	Internal Reference
JD	Job Description
OP	Operating Procedure
OR	Operations Record
PD	Policy Document
PM	Publicity Material
PO	Purchase Order
PS	Product Specification
RD	Role Description
SR	System Requirements
ST	Standard
WI	Work Instruction
WO	Work Order

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## 4.1.2 Document types explained

### 4.1.2.1 AP – Activity Plan:

*Company* shall use this document type to define how requirements are to be achieved. These are prescriptive documents such as Business Plans, Development Plans, Reliability Plans, Maintenance Plans, Quality Plans etc. They define specific measures to meet requirements. These documents are typically time limited.

### 4.1.2.2 AR – Activity Record:

*Company* shall use this document type to describe the results of some activity or project. These are descriptive documents such as Progress or Status Reports, Financial Reports, Test Reports, Audit Reports etc. Typically these documents are reports which contain conclusions from results obtained from records.

### 4.1.2.3 BF – Blank Forms:

*Company* shall use this document type to collect and transmit information for analysis or approval. A completed form becomes a record, a specification, procedure, change request or other document depending to the type of information collected.

### 4.1.2.4 BL – Blank Labels:


*Company* shall use this document type to identify product status. A label is an indicator and does not typically become a record.

### 4.1.2.5 BP – Business Proposal:

*Company* shall use this descriptive document type to describe a solution to a requirement offered for consideration by a customer or upper management.

### 4.1.2.6 CA – Contractual Agreement:

*Company* shall use this document type to describe the acceptance of a solution to provide specific services that meet requirements over a specific duration for a specified price.

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**4.1.2.7 CC – Conformity Certificate:**

*Company* shall use this descriptive document type to testify that certain requirements have been met. Examples of this document type are: Test certificates, Release certificates, Training certificates etc.

**4.1.2.8 CP – Control Procedures:**

*Company* shall use this prescriptive document type to control work on a product or information as it passes through a process.

**4.1.2.9 CR – Controlled Record:**

*Company* shall use this descriptive document type to record objective evidence that requirements have been met. This information is typically derived from measurements, assessments or evaluations. The information on these records shall be controlled as they are used to demonstrate compliance with requirements, defend a prosecution or demonstrate system effectiveness.

**4.1.2.10 DN – Display Notice:**


*Company* shall use this descriptive document type to alert employees of regulations that must be followed, precautions that must be taken, new procedures or policies or revisions to existing documents that must be noted.

**4.1.2.11 ER – External Reference:**

*Company* shall use this descriptive document type to assist in the implementation of policies, procedures and derived documents. These documents are produced external to the *Company* Quality System. Internal and External Reference documents are different in that *Company* typically has no authority to change External documents. *Company* shall control IR and ER documents differently.

**4.1.2.12 GD – Guide:**

*Company* may use this document type to as an aid to decision making and to conduct activities. There are other classifications such as manuals but these are typically a collection of guides, standards and procedures.

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**4.1.2.13 IA – Interface Agreement:**

Company currently has no plans to use this descriptive document type. An Interface Agreement is used to define the agreed level of service between two departments within the same company where each department has its own quality system. Company shall maintain one quality system within the company.

**4.1.2.14 IR – Internal Reference:**

Company shall use this descriptive document type in conjunction with the policies and practices or other documents. They are not to be instructional nor do they define criteria for making decisions. They consists of lists of names, addresses, other documents or other data.

**4.1.2.15 JD – Job Description:**


Company shall use this descriptive document type to define the responsibility, authority and accountability of personnel. They assign responsibility for results so that everyone knows what is expected of them. (see also RD- Role Description)

**4.1.2.16 OP – Operating Procedure:**

Company shall use this descriptive document type to define the **4 W's "What, When, Who, Where"** of processes or tasks. The Operating Procedures document describe:

- What must be done
- When the process is to begin and end
- Who should perform the task
- Where the process is to be performed (ie. Which computer node, or which database)

The Operating Procedure does not detail the step-by-step work instructions (see WI- Work instructions)

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**4.1.2.17 OR – Operations Record:**

Company shall use this descriptive document type which contains factual information in a raw state. Operations Records are typically application run-logs, error-logs, tabulated data, meeting minutes etc. Their development, issue, revision etc. does not need to be controlled.

**4.1.2.18 PD – Policy Document:**

Company shall use this descriptive document type to define the intentions of meeting the obligations placed upon each department. Documents of this type are:

- Corporate policies – Safety, Security, Personnel, Expansion and Quality
- Business policies – Marketing, Sales, Pricing, Products and Services
- Operational policies – Procurement, Inventory, Servicing etc.

**4.1.2.19 PM – Publicity Material:**

Company shall use this descriptive document type such as advertising collateral to describe the services and products offered by the company.

**4.1.2.20 PO – Purchase Order:**


Company shall use this descriptive document type to record and issue a request to purchase a product or service from an external source.

**4.1.2.21 PS – Product Specification:**

Company shall use this descriptive document type to define the acceptance criteria for products or services. Examples of this document type are: test specifications, engineering drawings, process specifications etc.

**4.1.2.22 RD – Role Description:**

Company shall use this descriptive document type to define the responsibility, authority and accountability of personnel. They assign responsibility for results so that everyone knows what is expected of them. This document type is different than the Job Description as Roles may change frequently while Job titles are more static. (see also JD- Job Description)

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**4.1.2.23 SR – System Requirements:**

Company shall use this descriptive document type to define the product or service requirements requested and agreed upon between the company and its customers. Additionally a System Requirement document defines an internally specified and product or service. Product Specification documents are derived from System Requirements.

**4.1.2.24 ST – Standard:**

Company shall use this descriptive document type to define the acceptance criteria for judging the quality of an activity, a document, a product or a service. There are international, national, industry and company standards.

**4.1.2.25 WI – Work Instruction:**

Company shall use this prescriptive document type to define the step-by-step instructions required to fulfill the Process Document task definitions. (see PD – Process Document)

**4.1.2.26 WO – Work Order:**

Company shall use this document type to define instructions for specified work to be executed. Work orders are external or internal documents. A request to change the network routes and access control list on a particular router is a work order document.

