



DOCUMENT AND RECORDS CONTROL POLICY

PROCEDURE OBJECTIVES

- ❖ To ensure that documents are approved for adequacy prior to use.
- ❖ To ensure the adequacy and appropriateness of documents are reviewed on a regularly planned basis.
- ❖ To ensure that changes to documents are effectively communicated to all who use them.
- ❖ To ensure that only the current version of any document is used.
- ❖ To ensure that records are consistently created to provide evidence of conformity to and enable the effective implementation.

All the documents include process descriptions, policies, procedures, forms, templates, checklists, guidance notes, job descriptions, organisational charts, documents of external origin or any other written materials used to control how work is done, who has responsibility for doing it and how data, events or opinions are recorded.

RESPONSIBILITY

The Administration Manager is responsible for the communication, operation and maintenance of this procedure. All individuals who use documents are responsible for ensuring they use the current version and are responsible for raising Improvement Logs (as per the Problems, Complaints, and Improvements Procedure) if they believe there are opportunities for improvement.

DEFINITIONS

Documents:

All forms, procedures and templates used to provide instruction and guidance including the completion of records.

Quality/Environmental Objectives:

A set of measurable objectives set by Top Management that if achieved will ensure that customer requirements are being met and that the System is operating effectively.



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ASSOCIATED DOCUMENTS

All associated documents referred to in this procedure are highlighted in bold and underlined.

DOCUMENT CONTROL REGISTER

All documents covered by this procedure, with the exception of documents of external origin, must be loaded and stored into the System. The System will automatically update the:

Created Date:

The date the document was ***first made available for use.***

Current Version Number:

The reference number used to identify the current document version to be used.

Updated/Modified Date:

The date the current document version was first made available for use. Templates, forms, checklists and any documents used to record data, events or opinions are stored in the relevant folder in the "**Templates**" tab. A list of all these documents, their status and control history is automatically maintained in the "**Templates Register**".

Policies, Procedures, Guidance Notes, Organisation Charts and any other written materials used to control how work is done and assigning who has responsibility for doing it but do not allow for the recording of data, events or opinions are stored in the relevant folder in the "**Records**" tab. A list of all these documents, their status and control history is automatically maintained in the "**Records Register**".

CREATION OF NEW DOCUMENTS/MODIFICATION OF EXISTING DOCUMENTS

New documents or modifications to existing documents may be required to enable the organisation to

- ❖ meet its customers' requirements better,
- ❖ provide a new service or product,
- ❖ comply with new regulatory or legislative requirements,
- ❖ improve the efficiency and effectiveness of a process or piece of work,
- ❖ prevent problems/non-conformities arising,

DOCUMENT ACCESS

Access to some documents may be restricted to specified individuals only. Access restrictions are established by placing documents in folders which are set to "**private**" and



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selecting the individuals who are allowed access to the documents within that folder. Other access restrictions can be set using the System Configuration function.

GENERAL DOCUMENT STRUCTURE

With the exception of documents of external origin all documents must conform to the following structure:

Title:

All documents must have a title which is either positioned at the top of the document on the first page or in the document header.

DOCUMENT REVIEW

The adequacy of all documents must be reviewed at the Management Review meeting. The frequency of such reviews must be specified in the Management Monthly Meeting Agenda. Individual documents may have their own specific review schedules. These schedules must be agreed at the Management Review meeting and recorded in the document settings.

COMPLETION AND MAINTENANCE OF RECORDS

Records must be established wherever they are required by a process, procedure, policy or other document used to specify how work is done in the QHS Management System. Records must be legible, accurate and complete and should include any endorsement required by the correct authorised signatories. Records must be updated where information changes and the data, event descriptions or opinions are no longer deemed to be valid. Updates should be endorsed by the correct authorised signatory.

STORAGE OF RECORDS

Records must be stored in a secure location that is located to minimise risk of theft or damage by fire, flood or other environmental effects. Electronic records must be stored on other medium which are backed-up off site automatically. Records requiring restricted access should be stored in lockable cabinets (paper records) or in electronic folders with restricted user access (electronic records).

DISPOSAL OF RECORDS

Records must be thoroughly shredded prior to disposal or placed in the Confidential Waste bins for disposal via a recognised contractor.

Shailendra Kumar Jha

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General Manager

