

# Documentation Control Process

## PURPOSE

The purpose of this process is to ensure that appropriate review and control procedures are in place for all documentation pertaining to the Student Affairs Division's Quality Management System (QMS) and to ensure that the correct version of QMS documentation is available at all times to all staff in the Division.

## RESPONSIBILITY

Responsibility for this process lies with the Division's Quality Team. All staff within the Division are responsible for implementing the procedure. Overall responsibility for publishing QMS documentation on SharePoint and on the web rests with the documentation controller (QT Recording Secretary).

The electronic version of any QMS document is the latest version. It is the responsibility of all staff to ensure that any paper material are current versions. Printed material is uncontrolled documentation.

## PROCEDURE

1. Any staff member can identify the need for a change to an existing document or the need for a new document. The proposed change/need is discussed with the relevant line manager or unit team, as appropriate.
2. If it is a new document, identify document type (e.g. process, working guideline, form, template etc).
3. The naming convention for all QMS documents is "filename\_Rev X".
4. Create the document or make changes to the existing document.
5. Update 'details of change' section in document revision history and revision version.
6. Obtain approval for document from relevant approver (*see below*). Approval is recorded at the relevant committee / group / unit meeting and in Revision History of the document.
7. Send document (if Division level) to documentation controller or Unit Head (if Unit level) for publishing.
8. Documentation controller publishes the document in the Quality Management System (Sharepoint / SA Website) and informs all relevant staff by email of document update and location.
9. Documentation Controller updates the Documentation Control Log in SharePoint when the document is published.

<b>QMS Document</b>	<b>Approver</b>
Quality Manual	Director
Quality Policy	Management Team
Customer Charter	Management Team
Quality Team Terms of Reference	Management Team
QMS Process	Quality Team
Key Business Process	Unit Head
Working Guidelines	Unit Head

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## RECORDS

The latest copy of the following:

- Quality Manual
- Quality Policy
- Customer Charter
- QMS Processes
- Key Business Processes
- Quality Team Terms of Reference

are maintained in electronic format by the Documentation Controller and are available to Divisional staff on the Student Affairs SharePoint portal and on the Division's website. The latest copy of all Unit Working Guidelines are held within each Unit. All relevant records are held in accordance with UL's [Records Management and Retention Policy](#).

## PROCESS VERIFICATION

Evaluation of the Documentation Control Process effectiveness is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

## REVISION HISTORY

Revision No.	Date revised	Approved by:	Approval date & meeting	Details of Change	Process Owner
1	Sept '13	Quality Team		<i>Initial Release</i>	Quality Team
2	May '15	Quality Team	12 May 2015, QQR meeting	<ul style="list-style-type: none"> <li>• Inclusion of Quality Team Terms of Reference as additional QMS document</li> <li>• Inclusion of procedure to approve documents at relevant meetings</li> <li>• Removal of requirement to update master list of QMS documentation – this is held on SharePoint as per Step 6 of process</li> <li>• Removal of requirement to maintain email approvals and circulations in a separate Document Approval folder</li> <li>• Inclusion of date &amp; meeting of approval in Revision History table</li> </ul>	Quality Team
3	Nov '18	Quality Team	QT meeting, 05/12/18	<ul style="list-style-type: none"> <li>• Inclusion of naming convention for QMS docs (Step 3)</li> <li>• Inclusion of Documentation Control Log (Step 9)</li> <li>• Simple updates for clarity</li> </ul>	Quality Team

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