

**QUALITY MANAGEMENT
PROCEDURE FOR
ADMINISTRATION, DOCUMENT
AND RECORD MANAGEMENT**

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1. APPROVAL

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2. PURPOSE

The purpose of this procedure is to provide methods for the administration, development and maintenance of documents, in accordance with the applicable requirements of *AS/NZS ISO 9001 Quality Management System – Requirements*, auditing and continuous improvement processes.

3. SCOPE

This procedure applies to the requirements for document control relating to the quality management system applied at **Insert Your Company** and is followed by all personnel (where appropriate).

Documents controlled by this procedure include, but are not limited to:

- The quality management manual.
- Documented information.
- Operational procedures, reports and forms.
- Management review **and design review** minutes.
- Specifications and drawings.
- Internal and external documents.
- Emails.

4. TERMS AND DEFINITIONS

Term	Definition
Audit Evidence	Documented statements, records and may also include evidence.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the quality management system. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.
Employee	In relation to an employee, has the same meaning as it has in the Privacy Act 1988 of the Commonwealth.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.

5. ROLES AND RESPONSIBILITIES

Managers are responsible for:

- Ensuring that the quality management system provides an appropriate mechanism for record management and ensuring that this mechanism is applied.
- The identification and collection of records and the filing, maintenance and disposal of records, as appropriate.

Supervisors are responsible for:

- Ensuring that this procedure is implemented in their area of responsibility and accountability.
- Assisting management with the maintenance of records.

Workers are responsible for:

- Completing and signing documents, as required by their title and area of responsibility and submitting a copy to their supervisor or manager upon request.

6. PROCEDURES

6.1. Document and Record Management Procedure Review

In general, record management documents are required to meet the requirements for the identification, storage, security, maintenance and retention of records.

Insert Your Company Records and records are to be current, sufficiently comprehensive to ensure effectiveness and efficiency and issued by an authoritative source to ensure accuracy.

- Documents and records are located, remain legible and dated.
- Documents are periodically reviewed, revised as necessary and approved for issue by the document controller(s) before issue.
- Documents and records are available at all relevant locations.
- Documents and data are promptly removed and assured against loss or misuse.
- Archived documents and data are identified and retained for legal and/or knowledge management purposes.