

**Documentation Control Process**

# PURPOSE

The purpose of this process is to ensure that Quality Management System (QMS) documentation is stored securely, and the correct version of documentation is available. Best practice is always applied in the management and control of documentation. The procedure covers the review and control of all documentation in the Quality Management System. This includes:

* Key Business Processes
* QMS Processes
* Operational Procedures
* Quality Manual
* Quality Policy
* Customer Charter
* Quality Improvement Plan
* Forms / Templates / Work instructions
* Records

# RESPONSIBILITY

Responsibility for this process lies with the division’s Director. 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 (member of the Quality Team).

The electronic version of any QMS document is the latest version. It is the responsibility of all staff to ensure that any printed 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. Approval is recorded at the relevant committee / group / unit meeting and in Revision History of the document.

**QMS Document Approver**

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

Operational Procedures Unit Head

1. Send document (if division level) to documentation controller or Unit Head (if Unit level) for publishing.
2. 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.
3. Documentation Controller updates the Documentation Control Log in SharePoint when the document is published.

All internally controlled QMS documentation is maintained in electronic format. All QMS documentation is stored centrally on SharePoint. The SharePoint electronic version is regarded as the master copy and is controlled using revision control. All members of staff have access to SharePoint. Overall responsibility for publishing QMS documentation rests with the documentation controller. Once finalised on SharePoint all QMS documentation is then published on the website according to the schedule outlined below.

Individuals’ work files should be stored on OneDrive and not locally on the hard drive of individual devices.

**Scope and Publication of QMS**

The following table outlines the elements of the Quality Management System and where they are published.

|  |  |
| --- | --- |
| **QMS Document:** | **Published:** |
| Key Business Processes | Web and SharePoint |
| QMS Processes | Web and SharePoint |
| Operational Procedures | SharePoint |
| Forms/Templates/Work Instructions | SharePoint  |
| Records  | SharePoint  |
| Quality Improvement Plan | SharePoint |

## **Naming Convention**

All documents are given a name relevant to their use.

The naming convention for all QMS documents is “Filename\_Rev X”

## **Website Management**

Student Affairs division use the [website](https://www.ul.ie/student-affairs) as a primary means of communicating with the key users of our services. Information is organised under relevant categories. The web is also used to host our Quality Management System. The website is hosted on an ITD server and is edited locally using Drupal. The documentation controller is responsible for publishing all QMS content on the web. Site content is regularly reviewed to ensure it is current and relevant. All operational procedures are stored on SharePoint.

**Review of Documentation**

Each unit holds an annual process/procedure review meeting. The purpose of this meeting is to

1. consider current unit-level procedures (individually and as a suite) in the context of continued relevance and fitness for purpose.
2. To identify any new procedures required.

## **Revision Control**

All QMS documentation is given a revision control number, starting with revision 1 for ‘Initial Release’. The revision history is maintained at the end of each document. For forms, a revision date is sufficient. Copies of old versions of documents are not maintained.

# RECORDS

Records are held by Student Affairs for the period defined by individual processes. All members of staff retain records in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

Evaluation of the effectiveness of this process is carried out using Internal/QMS audits.

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date**  | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | Sept 13 |  | Initial Release |  |
| 2 | Jan 14 | Quarterly Quality Review meeting11/03/2014 | Inclusion of Quality meetings and information on identifying stakeholder requirements | Quality Team |
| 3 | Apr 16 | Quarterly Quality Review meeting10.05/16 | Minor edits to text and inclusion of link to Quality Manual on Sharepoint |  |
| 4 | Aug 23 |  | Process reviewed and updated to include QSU revised process templates |  |