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 UL Global's Quality Management System (QMS) and to ensure that the correct version of QMS documentation is published internally and externally. These are categorised as follows:

- Policies e.g. Quality Policy, Customer Charter
- Operational procedures and plans such as forms, templates, manuals, Quality Improvement Plan
- QMS and Business Processes

PROCEDURE

All internally controlled QMS documentation is maintained in electronic format. The SharePoint electronic version is regarded as the master copy and is controlled using revision control. All members of ULG have access to SharePoint. Overall responsibility for publishing QMS documentation rests with the document control process owner. Once finalised on SharePoint, all public QMS documentation is then published on the website. When the ULG Quality website editor makes general changes to the ULG Quality Website, these web edits should be logged in the Document Control Tracker.

Updating Existing Documents or Creating New Processes

1. Any staff member may identify the need for a change to an existing document or the need for a new document and discusses it with the relevant staff. Changes to an existing process is discussed with the process owner, either at unit-level or following QMS audits. If a new document is required, the proposer establishes the document format and content through consultation with the relevant internal ULG stakeholders at unit or division level.
2. The staff member creates the document or makes changes to the existing document.
3. For new documentation, consultation is sought from all relevant staff through communication at unit meetings, division meetings or email for input prior to sign off on version one.
4. The naming convention for the documents is as follows e.g. "Rev1_Documentation Control Process".
5. The document is sent to the relevant approver for sign off as outlined in the table below:

QMS Document:	**Published:**	**Approver:**
QMS Processes	Web and SharePoint	Deputy Director
Quality Manual	Web and SharePoint	Director
Quality Policy	Web and SharePoint	Director
Customer Charter	Web and SharePoint	Director
Key Business Processes	Web and SharePoint	Section Manager

Operational Plans, templates and working guidelines	SharePoint	Section Manager
Quality Improvement Plan	SharePoint	Deputy Director

Approving Documentation

1. The staff member updates the QMS Document-Control Tracker. The staff member sends a link to the document on SharePoint to the approver.
2. Within two weeks, the approver reviews the document (agreeing changes with the staff member where applicable), and registers approval by completing the date in the version history section along with their title.
3. When approved:
    a. The staff member sends the document to the documentation control process owner, who publishes the document in the Quality Management System (SharePoint/ULG Website)
    b. The staff member updates the QMS Document-Control-Tracker to approved
    c. All relevant staff are informed of document updates and location.

Revision Control

All QMS documentation has a revision control number, starting with revision 1 for 'Initial Release'. The revision history is maintained at the end of each document. For forms, work guidelines, a revision date is sufficient; where relevant, old versions are maintained.

RECORDS

All records are stored on SharePoint for the time required by the process. ULG operates in accordance with the University's Records Management and Retention Policy. 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, the University of Limerick Data Protection Policy and privacy notices.

PROCESS EFFECTIVENESS

Evaluation of the Documentation Control Process effectiveness is carried out using internal and external quality audits. The process is monitored for effectiveness and improvement by taking input from internal and external audits, and staff input at any time.

REVISION HISTORY

Revision No.	Date	Approved by:	Details of Change	Process Owner
1	21.05.2015	Deputy Director	Initial release	Laura Moloney
2	27.11.2020	Deputy Director	IED changed to ULG	Sarah Butler
3	21.06.2021	Deputy Director	Revision history changed to reflect 3rd version not second	Sarah Butler

			Layout changed to reflect the format in the new template Text changes Revision control information added Process owner assigned to maintaining the QMS section of the website Time for approval added Process for approval simplified	
4	30.01.2024	Deputy Director	The ULG quality website editor logging general changes on the Document Control Tracker The naming convention of documents changed to reflect what is on SharePoint Hyperlinks to policies updated in the records paragraph	Sarah Butler