1. Purpose

The purpose of this procedure is to define the process used to control the documents used by the Quality Management System for Technical Services.

2. Scope

This procedure applies to all documents used by Technical Services in the Quality Management System as outlined in the Document Master List.

Any documents and forms required and supplied by Memorial University are exempt from this procedure and must be used in accordance with the university policies and procedures.

3. Definitions and Acronyms

**Document Master List** – a list of the controlled documents used by Technical Services. The list is also used to record the document number, version number, author, and approval information for each document.

**Documents and Forms Webpage** – a webpage, accessed from the Technical Services website, where documents open to all members of Technical Services are located.

**Master Document Drive** – a server drive space used to store the current and archived documents used by Technical Services.

**Internal Document Drives** – a server drive space for documents that has restricted access. These are on the mechcommon and eleccommon drives used by the Mechanical and Electronics divisions respectively.
4. Responsibility

**Document Control Coordinator** – is responsible for implementing and maintaining the document control system. This duty will be performed by the Quality Assurance Project Manager.

**Management** – is responsible for identifying and establishing the documentation required by the Quality Management System.

**All Employees** – are responsible for ensuring that only current versions of documents and forms are used on the job, and for identifying and suggesting any needed changes.

5. Procedure

5.1. **Controlled Documents**

5.1.1. The following types of documents are considered controlled and must be maintained in accordance with this procedure:

- Quality Manual
- Procedures
- Work Instructions
- Forms

5.1.2. A Master Document List will be maintained by the Document Control Coordinator. This list will include all the required information for each controlled document.

5.2. **Changing a Document**

5.2.1. Changes to the Quality Manual, Procedures, Work Instructions, and Forms may be initiated as a result of:

- A corrective or preventive action
- An opportunity for improvement
- The result of an internal or external audit

Printed copies of this document are considered uncontrolled documents.
5.2.2. Changes to documents can only be implemented after they have been reviewed and approved by the appropriate individuals.

5.2.3. All changes to controlled documents must be submitted to the Document Control Coordinator using the Document Change Request Form.

5.2.4. The Document Control Coordinator will inform the Division Managers of the release date of changed documents. The Division Managers will inform their respective personnel of the change.

5.3. Legibility and Identification

5.3.1. All documents are to be maintained in a legible manner. This includes documents that may be handwritten or contain handwritten information.

5.3.2. All controlled documents are to be identified by a title, document number, and version number.

5.3.3. The document number will be in the form, TS-XXXX. The number will be assigned as documents are added to the system.

5.3.4. The appropriate version number will be assigned by the Document Control Coordinator.

5.4. Responsibilities and Approvals

5.4.1. The following responsibilities and approvals are required for the outlined document types:

- Quality System Documents – Department Director and Document Control Coordinator.
- Procedures – Division Manager and Document Control Coordinator.
- Work Instructions – Division Manager and Document Control Coordinator.
- Forms – Division Manager and Document Control Coordinator.

5.5. Document Distribution

5.5.1. The Document Control Coordinator will be responsible for the distribution, maintenance, and removal of all controlled documents.

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5.5.2. All employees will have access to the Document Master List, to verify that they are using the latest version of a document.

5.6. Periodic Review

5.6.1. On an annual basis, all the controlled documents used by Technical Services will be reviewed, unless specified on the document.
5.6.2. The documents will be reviewed by the Director and Division Managers, and discussed as part of the Administrative Meeting process.
5.6.3. The record of the review will be contained in the Administrative Meeting minutes.

5.7. Temporary Documents

5.7.1. Temporary documents such as postings, memos, etc. providing temporary requirements, deviations, reminders, etc. pertaining to the Quality Control System must be signed and dated when posted.
5.7.2. Temporary documents do not need to be logged in the Document Master List, and must be removed when no longer needed or within 12 months of posting, whichever comes first.

5.8. Obsolete Documents

5.8.1. Obsolete documents are to be removed from use when a new version of the document is distributed.
5.8.2. Historical copies of obsolete documents will be maintained by the Document Control Coordinator.
5.8.3. Historical Documents will be maintained for a minimum period of 5 years and then destroyed as per university policy and procedure.

5.9. External Documents

5.9.1. It is the responsibility of the Division Manager to ensure that external documents, such as standards, regulations, and customer supplied data is clearly identified, properly stored, and regularly maintained.
6. Document Storage Locations

<table>
<thead>
<tr>
<th>Master Document Drive</th>
<th>QAcommon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents and Forms Webpage</td>
<td><a href="http://www.mun.ca/ts/Quality_Assurance/">http://www.mun.ca/ts/Quality_Assurance/</a></td>
</tr>
<tr>
<td>mechcommon/documents</td>
<td>mechcommon</td>
</tr>
<tr>
<td>eleccommon/documents</td>
<td>eleccommon</td>
</tr>
<tr>
<td>Projects</td>
<td>projects</td>
</tr>
</tbody>
</table>

7. Quality Records

<table>
<thead>
<tr>
<th>Record Name</th>
<th>Record Location</th>
<th>Record Access</th>
<th>Storage Method</th>
<th>Retention Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Change Request</td>
<td>QAcommon</td>
<td>Document Control Coordinator, Director, Managers</td>
<td>Scan to locked PDF file.</td>
<td>As per Control of Records</td>
</tr>
<tr>
<td>Review Minutes</td>
<td>Main Office</td>
<td>Document Control Coordinator, Director, Managers</td>
<td>Administrate Meeting Minutes</td>
<td>As per Control of Records</td>
</tr>
</tbody>
</table>

8. Reference Documents

8.1. Document Change Request Form  TS-0020
8.2. Document Master List  TS-0021

9. Change Log

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Approval</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct. 15, 2012</td>
<td>Rick Meaney</td>
<td>Initial Release</td>
</tr>
</tbody>
</table>

Printed copies of this document are considered uncontrolled documents.