Quality**Procedure**

Reviewed by:

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Approved by:

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Purpose

This procedure is established and maintained to ensure that changes in the processes in the quality management system (QMS) are effective and efficiently evaluated before being introduced and implemented.

Scope

This procedure covers all changes in method and criteria, responsibility, people, equipment and materials in all functions/departments/units in Pustaka Negeri Sarawak (Pustaka).

Process

1.0 Notification of Proposed Change

1.1 Whenever there is a need for a change, the Head of Division (HOD) shall invite the change via the Change Request Form (CRF) at least 10 working days before the intended date of implementation.

1.1.1 The change input could be originated from customer complaint/request, regulatory changes, operation and process improvement, technological change, etc.

1.2 When the change has been initiated, the HOD shall immediately route the CRF to the relevant Head of Sector (HOS) and other affected HODs by hand for review and evaluation of impact of the change.

2.0 Review of the Proposed Change

2.1 Based on the CRF, the HOS and affected HODs shall review and evaluate the impact of proposed change via circular resolution within 5 working days from the date of receipt of the CRF.

2.1.1 The HOS may be proposed a session to review of the CRF with the affected HODs.

2.2 During the change review, the HOS and the affected HODs shall review the CRF based on relevant information, survey results and analysis of data to provide comment in the CRF.

3.0 Decision of Change Request

3.1 After the review, the proposing HOD shall immediately forward the CRF to the Chief Executive Officer (CEO) or his Deputy for final decision.

3.2 Upon receipt of the CRF, the CEO or Deputy CEO shall within 5 working days perform final review and decide whether to approve or reject the proposed change.

3.2.1 If the proposed change is rejected by the CEO or Deputy CEO, the CRF shall be returned to the proposing HOD for amendment and re-submission.

3.2.2 No change shall commence unless the CRF, including change implementation plans have been reviewed by the reviewers and approved by the CEO or Deputy CEO.

4.0 Implementation of Changes

4.1 Once the CRF has been approved, the proposing HOD shall coordinate and monitor the implementation of change.

4.1.1 The proposing HOD shall coordinate all activities for implementation of the change with Divisions affected by the change.

4.1.2 The proposing HOD is responsible in overseeing the implementation of the change.

4.1.3 When the proposed change necessitates changes in the contents of related documented information, the change shall be done as per Control of Documented Information procedure.

5.0 Review of Implemented Change

5.1 When the change has been implemented, the affected HOD shall analyse all related information and data pertaining to the change and decide whether or not the implemented change was in compliance with the CRF and whether or not the desired result has been effective.

5.1.1 If the change was effective, the affected HOD shall confirm the effectiveness of the implemented change in the CRF.

5.2.1 If the change was not effective, the affected HOD shall discuss with other HODs to determine actions required to rectify the issue.

6.0 Control of Documented Information

6.1 When the Change Request Form has been completed, the HOD shall immediately send the Change Request Form to Registry Unit to be recorded in CACTUS.

6.1.1 The Change Request Form shall be categorised as "Open" document and can be accessed by every staff.

6.1.2 The Change Request Form shall be kept for a maximum of 3 years.

6.2 When the Change Request Form has passed its retention period, the HOD shall within 30 working days and through e-mail seek the permission of the CEO to dispose it in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

a) Change Request Form