QualityProcedure

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Purpose

This procedure is established and maintained to ensure that all documented information associated with the requirements of the ISO 9001:2015 are controlled of the latest revision and that the latest revision are issued at all locations where operations are essential to the effective functioning of the quality management system (QMS).

Scope

This procedure applies to the following categories of the documented information, which are related to the ISO 9001:2015 requirements.

b) The Quality Manual
c) All procedures
d) All work instructions
e) All guidelines
f) All master list, tables, and matrices
g) All forms and checklist

Process Details

1.0 Establishment of Documented Information

1.1 Whenever there is a need to establish a documented information, the Head of Division (HOD) or other staff designated by the Head of Sector (HOS) shall prepare a draft documented information in accordance with the following format:

a) Documented information reference number;
b) Documented information title;
c) Revision number;
d) Effective Date.

A documented information reference number used for the control of documented information shall be a combination of the following:

a) Code for the type of documented information;
b) Code for the Division;
c) Code for Campus
d) Running number of the documented information (within the Division).

Example:

TT-DD-XX (applicable for Pustaka Negeri Sarawak, Kuchng Campus)
TT-DD-RR-XX (applicable for Miri and Sibu)

a) TT represent the code for the type of documented information, such as

QM – Quality Manual
QP – Quality Procedure
WI – Work Instruction
GL – Guidelines
MT – Master List, Table or Matrix
SCH – Schedule, Calendar or Plan
FRM – Form and checklist

b) DD represent the code for the Division, for example;

IS – Information Services
AM – Archives Management
SWK – Sarawakiana
CC – Corporate Communication

c) RR represents code for campuses, which are;

MR – Miri
SB - Sibu

d) XX represents running number for the type of documented information within the Division, for example 01, 02, 03.

1.2 Once the draft documented information has been prepared, the HOD shall submit it to the HOS to be reviewed.

2.0 Revision of Documented Information

2.1 Whenever there is a need to revise or amend an existing documented information, the HOD or other designated staff shall request through e-mail the master soft copy of the documented information from the Document Controller.

2.2 Upon receipt of a request for a master copy of documented information, the Document Controller shall e-mail it to the requesting HOD within 1 working day.

2.3 Once the master soft copy of the documented information is received from the Document Controller, the HOD revise and amend it accordingly to prepare a draft documented information.

3.0 Approval of Documented Information

3.1 Upon receipt of the draft documented information from the HOD, the HOS shall review the draft within 2 working days by emphasizing;

a) On the adequacy of the draft documented information against ISO 9001:2015 requirements;
b) On the suitability of the draft documented information against applicable regulatory requirements;
c) That the draft documented information follows the agreed format.

3.1.1 If the draft documented information is not in order the HOS shall return it to the HOD or other designated staff to be further improved.

3.1.2 If the draft documented information is in order, the HOS shall approve it by putting his name on the front cover of the documented information and e-mail it back to the HOD.

3.2 Once the documented information has been approved by the HOS, the HOD shall immediately submit it by e-mail to the Document Controller.

4.0 Release and Distribution of Documented Information

4.1 Upon receipt of the approved documented information from the HOD, the Document Controller shall immediately upload it into Pustaka ISO 9001:2015 Online (PISO) and save the new master soft copy.

5.0 Updating of Master List

5.1 Once the documented information has uploaded into PISO, the Document Controller shall update the Master List of Documented Information.

6.0 Documented Information of External Origin

6.1 Upon receipt of documented information of external origin, the Chief Executive Officer (CEO) or other designated officer shall forward the documented information to the QMR for registration in QMS.

6.1.1 The following are examples documented information of external origin;

a) Quality management system standards and guidance documented information;
b) Law such as Acts, Ordinances and Enactments;
c) Civil Service Circulars, instruction and regulations.

6.2 Upon receipt of documented information of external origin from the CEO, the QMR shall immediately register it by recording the following details in the Master List of Documented Information of External Origin:

a) Documented information title;
b) Revision number, and
c) Publication date

6.3 After registering the documented information of external origin in the Master List of Documented Information of External Origin, the QMR shall place it at its designated place.

7.0 Control of Documented Information

7.1 Whenever an approved documented information is received from the HOD, the Documented Controller shall keep its master softcopy in sequence in his/her desktop computer at the Corporate Communication Division.

7.1.1 The master softcopy of the documented information is categorised as "Limited" and can only be accessed with permission from the Document Controller.

7.1.2 The master softcopy of the documented information shall be retained for 3 years from the date of its creation.

7.2 When the master softcopy of the documented information has passed its retention period, the QMR shall within 5 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

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