Document control

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**1. Subject**

**1.1 Purpose**

The purpose of this procedure is to define processing rules for any documentation defining in detail the method to create, identify, review, approve, inform, distribute, use, store, protect, archive and delete documents of the BCMS. The method of updating the documentation and prevention of the use of outdated (obsolete) documents is also defined.

**1.2 Scope**

This procedure applies to all documents (documented information) used in our organization including documents of external origin. The relevant internal and external issues for the BCMS and actions to address risks identified and improvements opportunities found are taken into account.

**1.3 Glossary**

Procedure - documented information to maintain

Record - documented information to retain

Controlled copy - reproduction of a document through a system that ensures the management of the last index

Document - any support for processing of information

Record - document providing tangible evidence of achieved results

BCMS – business continuity management system

BCP - business continuity plan

PO – production order

**2. Responsibility**

The business continuity manager has the authority to write and update this procedure. He is responsible for its implementation via the Intranet and on site. Each process owner follows the aspects of this procedure and is responsible for creating and updating documents used in his process according to the requirements of this procedure.

**3. Documents**

**3.1 Procedures**

Legal requirements

Business continuity

Warning and communication

**3.2 Instructions and records**

List of documents of external origin

List of standards

Procedure

Instruction

List of procedures

List of instructions

Coding documents

**4. Requirements of the ISO 22301: 2019 standard**

7.5.1 General

The organization’s BCMS shall include:

a) documented information required by this document;

b) documented information determined by the organization as being necessary for the effectiveness of the BCMS.

7.5.2 Creating and updating

When creating and updating documented information the organization shall ensure appropriate:

a) identification and description (e.g. a title, date, author, or reference number);

b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the BCMS and by this document shall be controlled to ensure:

a) it is available and suitable for use, where and when it is needed;

b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the organization shall address the following activities, as applicable:

a) distribution, access, retrieval and use;

b) storage and preservation, including preservation of legibility;

c) control of changes (e.g. version control);

d) retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the BCMS shall be identified, as appropriate, and controlled.

**5. Development**

**5.1 Creating documents**

Each procedure defines an activity of our organization related to a part of the business continuity management system. The instructions are documents detailing how the operations, inspection, testing etc. are accomplished. The records are used to fill the database and if necessary to carry out actions.

Documents of external origin and standards not available on the Intranet are kept as "paper" controlled copies and are included in the List of documents of external origin.

The documents are created using the Procedure and Instruction templates. The list of procedures includes all procedures used in our organization. IT management (Intranet) is ensured by the business continuity manager. This management includes monitoring updates (latest version) of procedures.

The author of a document consults those involved by the document to reach an agreement before the official publication.

Codification (link to what procedure), the author, title and persons to review and approve any new document are entered manually.

**5.2 Review and approval of documents**

The author of the document sends it for review (verification) to the persons concerned (or to the person) via the Intranet to eliminate inconsistencies and possible errors. The approval is to determine the relevance (logic, adequacy) of the document.

Each person from review and approval lists has the responsibility to review or approve the proposed document within 3 working days after receiving the message.

After this period the person and the business continuity manager will receive every day a relaunch message.

**5.3 Availability of documents**

All staff has access (read only) to the "approved documentation" in its computer form, always last index. Exceptions are the authors of documents and the business continuity manager who can read obsolete (old index) copies archived.

For those who do not have access to a computer, controlled copies are printed.

All "paper" copies are considered "out of control" unless they are printed in "controlled copy", in this case the issue of the management of this document is the responsibility of the person who requested this controlled copy. The use of uncontrolled copies in the workshop is strictly prohibited. The Intranet keeps a continuously updated list of controlled copies and notifies the owner of a controlled document as soon as a document becomes out of control (obsolete). The owner will be asked by email to destroy the old controlled copy and replace it with the new validated copy. The distribution of controlled copies to external parties should be reduced to a minimal amount. The documents of records as templates, drawings, production order (PO) follow-up sheets and others which do not have controlled copies must have the index number of the document.

**5.4 Procedures**

The procedures are on the Intranet, always last index. With the exception of authors and the business continuity manager the system does not allow the reading and certainly not the copy of obsolete documents. Each procedure is identified by a unique coding. Writing a procedure concerning the activities of a process (department) is made by its owner. The range and accuracy of the procedure are in correspondence with the complexity of the tasks and the skills of the users. The procedure gives answers to the question: What is to be done, when, why and by whom so the task or action is completed? The preparation of the procedure (draft) is done in cooperation with all concerned.

All procedures include 5 chapters:

1. Subject
2. Responsibility
3. Documents
4. Requirements of the ISO 22301: 2019 standard
5. Development

**5.5 Instructions**

Each instruction is identified by a unique coding related to a procedure, cf. List of instructions. The blank template and instructions for a product (such as work instructions, instruction sheets or operating modes) are subject to the same rules to write, approve, distribute and publish a new index as procedures, cf. Coding documents.

**5.6 Records**

The records are in different formats (tables, diagrams, data sheets). This is the case of production order (PO) follow-up, customer returns monthly follow-up, performance follow-up and others. Each record is linked to an instruction of a procedure. It provides evidence of compliance with results of activities.

**5.7 Documents of external origin**

Documents of external origin, in particular the technical documentation are not changed without written permission from the customer. The control of these documents (control of the latest version) is the responsibility of the department that receives them. The review, distribution and implementation must be completed within 5 business days after the arrival of the document of external origin. Each new document is recorded in the "List of documents of external origin" with the last index.

Standards supervision is the responsibility of the quality department. Any user of a standard must make a request to a representative of the quality department. The list of standards is in the file "List of standards."

External documents, such as user manuals, reference books and supplier directories are not controlled.

**5.8 Change of documents**

Any person of the organization can propose one or more changes to any internal document related to the activity in which he is competent. Each document change must be approved by the author. If the change concerns a customer he must give written approval before implementing the change.

In the case of a change due to an internal reason (decision of the project leader, requirement change and other) or external (new customer requirements, plans or other documents with a new index), the project leader for product analyses the scope of the change and decide what action to carry out (training of persons and others).

**5.9 Archiving and retention rules**

All documents on the Intranet are automatically saved for at least 3 years. Some documents on the Intranet can be archived upon decision of the business continuity manager when he considers their availability from the normal "search" function is no longer needed. The Intranet server database is backed up each night on an independent server.

Customers paper documents are kept one year after the end of product life unless special requirements (time specified by the customer).

For documents related to staff training they are retained 2 years after the departure of the person from the organization.