Clause 7.5 - Documented Information and Control of Documents

**Purpose and Scope**

To describe the methods to control and manage documented information critical to the IMS.

**Associated Documents**

Records

Documents Module.

Improvement Module.

Records Retention and Disposal Matrix.

**Procedure**

1. Documented information includes manuals, policies, procedures, work instructions, forms, registers, flow charts, records and other IMS document requirements.
2. The Management Representative is responsible for ensuring that all IMS documented information is effectively controlled.
3. All employees are responsible for ensuring they are always up to date with all IMS documented information available in the Documents module.
4. Copies of procedures, policies and other documented information may be printed from Mango, but these printouts will be deemed "uncontrolled".
5. To prevent the unintended use of obsolete documented information, superseded documents are automatically identified and removed from general view through the workflow. Obsolete documents are only able to be accessed by personnel, with the required access levels, through the "History" button in the Documents Module.

Editing, Approval, Publishing and acknowledge of Documents:

The Documents module workflow manages the following document control activities:

1. Creation and editing
* Approval
* Publishing
* Acknowledged
* Retention of previous version
* Revision numbering
* Control of approvers and publisher.
* Notifications

The FAQ describe the process in more detail.

Requests for changes:

1. All requests must be raised in the Improvement Module.

Advice of Changes:

1. When a change is made or new document added, personnel are able to be notified by email automatically generated through Mango at the time of publication.
2. Changes can also be communicated via monthly meetings as deemed appropriate.
3. Changes to all IMS documents can be tracked through the Document Change History Module.

Maintenance of IMS Documents

1. All IMS documents are to be reviewed at least once every three years, revised as necessary and approved for adequacy.
2. This review is to be coordinated by the Management Representative in conjunction with the relevant competent and responsible personnel as determined by the Management Representative at the time of review.

External Documents

1. It is the responsibility of the Management Representative to review, implement and maintain external documents and verify that they remain current.
2. External documents are kept in the Manage Files Module.
3. All external documents are verified as current and when necessary have their distribution controlled through Mango. Updates to external documents shall be placed in the appropriate file in the Documents Module and approved and published in accordance with this procedure.
4. The Management Representative subscribes to relevant external regulators, agencies and bodies who may provide periodic advice of changes to their specific documents. Upon receiving advice of changes to an external document the Management Representative will action this change in Mango and ensure the change is communicated to relevant parties.

Computer Back-Up

1. The Management Team are responsible for ensuring that appropriate arrangements are in place to ensure that a back-up of data stored on the server is carried out on a daily basis.
2. The IMS as documented in Mango is backed up automatically by the application. Back-ups are captured each hour within the primary data centre with additional back-ups being captured every eight hours at a secondary data centre.

Records Management

1. All IMS records are retained in Mango for as long as the company uses the Mango Software solution.
2. All IMS Procedures and Forms are maintained within the Documents Module.
3. The Management Representative is responsible for the management of records with respect to the IMS.

*References:*

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| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 7.5 | 7.5 | 7.5 |