

Guidelines on the Control of Documented Information

I. Purpose

The documented information defines the policies and procedures on the safeguarding of all documented information to ensure that appropriate types and forms of these documented information are identified and always made available at any time of their use. This also aims to ensure that documented information of external origin are identified and their distribution controlled.

II. Scope

These guidelines apply to all documented information needed for the Quality Management System of the Philippine Reclamation Authority and cover the monitoring and distribution of externally generated documents.

III. Definition of Terms

Term	Definition
Documented Information	Information (both documents and records) that must be controlled, maintained and retained necessary to support the operation of processes which should be carried out as planned.
Internal Documents	Documents generated internally (within PRA)
External Documents	Documents generated from external sources which PRA uses as guide for its procedures and policies related to the implementation of the QMS.
Controlled Documents	Documented information which are within the control of the Document Controller issued to identified recipient.
Uncontrolled Documents	Any document that was unofficially printed, reproduced and/or downloaded not bearing the official markings.
Documents Feedback Form (DIFF)	A form used to suggest a creation or any revision to an existing documented information.
Document Distribution/ Retrieval List (DDRL)	List of recipients of controlled documents and also serves as acknowledgement of retrieved or surrendered documents and maintained by the Documents Controller and the Document Custodian
Document Information Master List	List of documented information being maintained and controlled by the Document Controller
Process Owner	The officer who has supervision of the mandate an office is tasked to perform.
Obsolete Document	Superseded, no longer applicable and not relevant documented information indicated by "Obsolete Copy" mark. The latest obsolete documented information is kept by the Document Controller.
Revision History	Used to record all changes/revisions to the documented information

IV. Responsibilities

Designation	Responsibilities
QMS Representative (QMR)	Reviews the established procedures in line with the requirements of ISO 9001 Standards and approves the same for implementation.
Document Controller (DC)	Ensures that these documents are properly identified, updated and acted upon and that Process Owners are provided with controlled documents.
Document Custodian (DoCu)	An individual designated to help the Document Controller implement the documented information procedures within PRA.
Copy Holder (CH)	Authorized recipient of controlled documents/copies and maintains controlled copies of the documents.
Process Owner (PO)	He is responsible for the creation, updating and endorsement of documented information
Board Secretary V	Authorized signatory of the Board of Directors, disseminates copies to concerned Department and keeps the original copies of the Board acted documents.

V. Procedure Details

Ref. No.	Key Activities	Responsibilities
A	Creation and Updating of Documented Information	Process Owner
B	Review and Acceptance of Draft Documents	QMR
C	Approval of Documents	GM
D	Processing of Documents	Document Controller
E	Distribution/Retrieval of Approved Documents	Document Controller
F	Maintenance of Controlled Copies	Document Custodian/Process Owner
G	Document Revision/Updating	Process Owner
H	Control of External Documents	Document Custodian

A. Creation and Updating of Documented Information

1. The PO submits proposal/agenda to the Office of the Corporate Secretary (OCS) for discussion in a pre-Board meeting and Board Committee meeting prior to endorsement to the Board of Directors for consideration/approval.
2. The proposal may be referred back to the PO for further revisions. A DTF is used indicating the instructions required for the said proposal.
3. The PO shall comply with the instructions and resubmits the proposal to the OCS.

B. Review and Acceptance of Documented Information

1. Final documents shall be submitted to the OCS for discussion in a pre-Board meeting and Board Committee meeting prior to endorsement to the Board of Directors for consideration/approval.
2. Documents shall be submitted in two (2) copies. The following are the authorized signatories:

Document Type	Process Owner	Review	Approval
Policies and Guidelines	Concerned Depts.	MIS	GM
Board Resolutions	Concerned Depts.	OCS	BOD
Office Order	HR	AGM	GM
Quality Manual/Procedures	MIS		
Reports	Concerned Unit	AGM	GM

C. Approval of Documents

1. The Board of Directors act on submitted final documents during its regular Board meeting.
2. The CorSec is authorized to sign and issue Board action advises, Secretary's Certificates and certified true copy of Board Resolutions.
3. Final copies of Memorandum Circulars and QMS documents are submitted to the GM for approval. Approved documents shall bear the signature of the GM in blue ink.

D. Processing of Documents

1. Board Resolutions

- a. Approved Board Resolutions shall bear the signature of the CorSec.
- b. OCS assigns the serial number of the resolutions.
- c. OCS registers and maintains the numbered Board Resolutions in the Document Master List.
- d. OCS reproduces the original copy and stamps with "Certified Copy" in purple ink for distribution.

2. Policies and Guidelines

- a. Approved policies and guidelines shall bear the signature and dry seal of the OGM.
- b. The MIS assigns and registers the approved policies and guidelines and forwards to Records Section.
- c. Records Section stamps the documents with "Controlled Copy" in blue ink.

3. Quality Manual and Procedures, Process Flow and Related Standards

The MIS stamps copies of the documents with "Controlled Copy" in blue ink and maintains the Document Master List for the above documents.

E. Distribution/Retrieval of Approved Documents

1. Board Resolutions

- a. The OCS shall only release the certified copy of the Board Resolutions duly signed by the CorSec upon request of concerned Department.
- b. Original copies of Board Resolutions are printed/reproduced only by the OCS to protect documents from unauthorized copy and use.

2. Policies and Guidelines

- a. Records Section distributes the controlled copies to CH through the Department DC.
- b. DC receives the controlled copy and signs the DDRL from the Records Section.
- c. Other department not in the DDRL may request copy of the document from the Records Section.

3. Quality Manual and Procedures, Process Flow and Related Standards

- a. MIS distributes the controlled copies to CH through the Department DC.
- b. DCC receives the controlled copy and signs the DDRL from the Records Section.
- c. Board approved policies and guidelines are backed-up in PRA portal and uploading of copies shall be authorized only by MIS personnel.

4. Retrieval of Documents

- a. All QMS documented information shall be in electronic copy and shall be made available to all officer/staff of the PRA through the PRA file server/website.
- b. Access to the e-files of the documented information shall be provided through a password that will be issued by MIS Unit. This is to ensure better control of the document.
- c. All QMS documented information, once uploaded onto the file server/website shall be considered current and applicable for adoption.
- d. The Document Controller shall notify all concerned of new documented information or of changes in any documented information through the official PRA webmail.

F. Maintenance of Controlled Copies

1. Original documents are maintained by the Document Controller except electronic/soft copies to be maintained by the department/unit concerned.
2. Any interested department may secure copies of the documents upon approval of the DC.

G. Document Revision/Uploading

1. Any revision made to the QMS document (update, modify or revise) shall be typed in italics for easy identification.
2. The nature of revision is reflected in the "Revision History" portion of the document page.

3. The Document Controller shall update the Revision History Page of each document.
4. Upon distribution of the revised/updated document, obsolete copies are retrieved and stamped "Obsolete Copy". The latest original copy of the obsolete document shall be maintained while obsolete controlled copies shall be disposed.

H. Control of External Origin

- a. Documented information of external origin received by the PRA Document Custodians shall be registered in respective Externally-generated Documented Masterlist.
- b. Documented information received through e-mail shall be recorded using the prescribed form for the externally generated documented information
- c. Documented information of external origin shall be distributed to all concerned offices using the External Documented Information Distribution List.

VI. Forms

- A. Document Master List
- B. Document Distribution/Retrieval List
- C. Revision History Worksheet
- D. Document Tracking Form

Prepared by:

- Original Signed -

ARMINDA A. ALARAS

Head, Knowledge Management Team

Evaluated and Reviewed by:

- Original Signed -

JOSELITO D. GONZALES

QMS Leader/Head

Approved by:

- Original Signed -

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