Document &
Data Control

1.Introduction

This Document and Data Control Procedure exists to set out the responsibilities of Whites of Winchester Maintenance Ltd (hereinafter referred to as The Company) and those who work for us in regard to observing and upholding our commitment to delivering a quality product and service.

2. Requirements

This procedure ensures that a copy of all pertinent and relevant documents are available at all operational locations. These documents are essential to the effective functioning of all the quality management system. This procedure also ensures that amendments or changes are carried out in a controlled manner by authorised personnel and that data pertinent to customer service is maintained securely and in line with our requirements under the **Data Protection Act 2018 and the General Data Protection Regulations (GDPR).**

3. Responsibility

It is the responsibility of the Managing Director (MD) to ensure that the requirements of this procedure for the control and issue of documents are adhered to.

4. Procedure

4.1 General

Controlled Documents generally fall into four categories:

- Company quality policy (the Quality Manual).
- Employee Personnel Records and Human Resource (HR) Documents
- Processes applied to implement the Company Policies and Management System
- Other documents which are related to a contract, e.g., Purchase Orders, Forms etc
- Any other Standards and regulations relevant to the industry or business operations.

4.2 Issuing of Documents

Controlled Documents will carry **one or more**, as appropriate, of the following: -

- document title.
- reference number.
- issue number.
- date of issue.
- page number.

It is the responsibility of the MD to ensure that any Work Instructions are located and are available at relevant places of work and/or issued to individuals as necessary for process and training requirements. It is the responsibility of the MD, in consultation with other members of management, to update Work Instructions when necessary.

Control of forms used in the Company and documented as **'Controlled'** forms resides with the MD. Masters and copies are held on the computer and are distributed by the MD or delegated individual.

Copies of Standards, Regulations and any other guidance notes are held under the control of the MD. He is responsible for the updating and disposition of obsolete issues.

A check is made annually to an authorised person/body to ensure that Standards used within the business operation have not changed.

4.3 Amendments

All changes/modifications must be in writing and submitted to the MD for processing. Written notations on documents are not acceptable unless they are controlled documents in category iv) (see 3.1 above) which can be manually amended, and each amendment must be initialled and dated by the authorised person before re-issue.

Changes to the Quality Manual and Operating Processes/Procedures must be authorised by the MD. **Unauthorised change would constitute a non-conformance.**

The MD will re-issue particular documents when or where extensive amendments have been made to the original and the MD will also be responsible for the withdrawal of obsolete documents, both masters and copies.

The MD maintains a list of all Controlled Documents in use and new issues of documents are entered on this list and authorised by him.

4.4 Order Processing Documentation

The nature of the business operations of the Company involves detailed recording of operations

4.5 Records

Quality records are subject to control and reference should be made to the Procedure for **Control of Quality Records**.

4.6 Data Control

Use is made of the computer for the control of all documents, forms, or data. Access to these layouts and data is protected under the control of the MD and operated through the office administration. Back up of data is done in real time, off-site.

Signed by:	Matthew Bailey
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Signature:	M.Bailey
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