TITLE:	**CONTROL OF QUALITY DOCUMENTS**
OBJECTIVE:	To ensure that all documents needed for the effective planning, operation and control of the Quality Management System are controlled and properly monitored.
SCOPE:	This procedure covers the activities from creation of documents, distribution of documents and up to disposition of obsolete documents.
INPUT/S: References, ISO 9001:2015, Government Issuances, Previous Documented Information	

Activity	Persons Responsible/Activity Details/Interface/References
1. Creation of Quality Documents	1.1 The Quality Policy shall be prepared by the QMR. 1.2 The Quality manual shall be prepared by the DCO, reviewed by the QMR, and approved by the Regional Director. 1.3 The Strategic Plans shall be prepared by the respective Divisions and Field Offices, reviewed by the QMR, and approved by the Regional Director. 1.4 Contents of the Operations Manual such as procedures and guidelines shall be prepared by process owners. 1.5 The Division Chiefs shall review the adequacy of quality documents. 1.6 The Regional DCO shall be the one responsible in preparing the quality documents according to the prescribed format. Each document shall contain the Document Code, Revision No. and Date of Effectivity.
2. Review and Approval of Quality Documents	2.1 Review and Approval of the Quality Document shall be based on the following: **Manual / Document** | **Review** | **Approval** 1. Quality Policy | QMR | Regional Director 2. Strategic Plan | QMR | Regional Director 3. Quality Manual | QMR | Regional Director 4. Operations Manual • Procedures • Guidelines | QMR | Regional Director 2.2 After the Quality Documents are approved, the Document Control Officer (DCO) shall convert the document into a Portable Document Format (PDF) file. 2.3 The Master Copies shall be filed by the RDCO in Clear Books.
3. Control and Distribution of Quality Documents	3.1 The Regional DCO (RDCO) shall upload the PDF file in the online portal. 3.2 RDCO shall be responsible for issuance to Regional Office process owners and Field Office DCO (FDCO) shall be responsible for issuance to Field Office process owners. 3.3 RDCO and FDCOs shall print from the PDF for issuance to

Signature

	process owners. The printed PDF file shall be signed by the RDCO or FDCO to make it official. Unsigned printed documents shall be considered as unofficial. 3.4 The process owner shall receive the document in a logbook maintained by the DCO. 3.5 Each unit shall maintain Masterlist of External Document and shall be responsible for updating the Masterlist once there are revisions or updates by the external party issuing the document. 3.6 The DCO may issue controlled copies of Quality Manual to the 3rd Party Certifying Body prior to the conduct of Certification and Surveillance Audits.
4. Updating of Quality Documents	4.1 As the need arises, process owners may initiate changes in the Quality Documents. This can be a result of changes in policy issuances from the central office, result of correction and corrective action, adoption of new systems or technology and continual improvement initiatives of process owners. 4.2 The revised Quality Document shall be prepared based on the prescribed format by the RDCO.
5. Review and Approval of Revised Quality Documents	5.1 The Quality Documents shall be reviewed and approved based on the schedule indicated in review and approval of the Quality Document. (Refer 2.1 of this procedure) 5.2 After the revised Quality Documents are approved, the RDCO shall convert the document into a PDF file. 5.3 The Master Copies of the updated quality documents shall be filed by the RDCO in Clear Books.
6. Control and Reissuance of Quality Documents	6.1 RDCO and FDCO shall print from the PDF file based on the determined number of owners. 6.2 The RDCO or FDCO shall retrieve the Obsolete Copy from the process owners and prior to issuance of the revised quality document to the Process Users. Obsolete copies shall be shredded or disposed. 6.3 The process owner shall receive the document in a logbook maintained by the RDCO or FDCO.
OUTPUT: Quality Documents - Documented information to be maintained to support the operation and control of DOLE IX Processes.	

Table 1 – Document Codes

Document Code	Document
QP	Quality Policy
SP	Strategic Plan
QM	Quality Manual
QP	Quality Procedure

Table 2 – Office Code

Office Code	Office
TSSD	Technical Support Services Division
IMSD	Internal Management Services Division
TRU	Technical Resource Unit
MALSU	Mediation/Arbitration and Legal Service Unit
ZCFO	Zamboanga City Field Office
ICFO	Isabela City Field Office
ZDNFO	Zamboanga Del Norte Field Office
ZDSFO	Zamboanga Del Sur Field Office
ZSFO	Zamboanga Sibugay Field Office

Table 3 – DOLE Standard Document Coding System

Document	Code	Coding System	Example
1. Quality Policy	**QP**	**QP**-*Doc. #*	QP – 01
2. Strategic Plan	**SP**	**SP**–Office Code–Organizational Outcome–*Doc.#* **SP**–Office Code–Institutional Support–*Doc.#*	SP-ZCFO-OO1-01 SP-IMSD-IS-01
3. Quality Manual	**QM**	**QM**-*Doc. #*	QM-01
4. Procedures	**QP**	**QP**–Organizational Outcome–*Doc.#* **QP**–Institutional Support–*Doc.#*	QP-OO1-01 QP-IS-30

DEFINITIONS/ ACRONYMS:

1. **Quality Documents** – refers to documents established to implement the Quality Management System of DOLE IX. These documents include the Quality Policy, Quality Objectives and Plans, Contents of the Quality Manual, Contents of Operations Manual.
2. **QMR** – Quality Management Representative
3. **Regional Document Control Officer (RDCO)** – person designated to oversee the implementation of Documents and Records Control Procedure.
4. **Field Office Document Control Officer (FDCO)** – persons designated to oversee the implementation of Documents and Records Control Procedure at the Field Offices.
5. **Obsolete Document** – a quality document that cease to be effective due to revision or withdrawal from its implementation. All obsolete or superseded quality documents shall be withdrawn from all the working area and shall be shredded. All Master Copies however, shall be maintained for archives or legal purposes.
6. **Document Masterlist** – list of internally generated documents being controlled by a Document Control Officer in terms of creation, approval, revision, coding, distribution, access and use.
7. **External Documents** – documents that emanate from external parties that are used as reference in the process of implementation by the process owner.
8. **Process Owner** – individual who has the responsibility in implementing/ executing the process and has the ability and authority to make improvements and enhancement for effective and efficient process implementation.

RECORDS:

1. Masterlist of Quality Management System Documents
2. Masterlist of External Documents

Reviewed by	Approved by
ALBERT E. GUTIB	**OFELIA B. DOMINGO, CESO III**
Assistant Regional Director/ Quality Management Representative	Regional Director