



A training presentation prepared by WATSON Dairy Consulting on the design, project management and implementation of ISO systems.

There are many options in the designing of a coding system and this is simply a guide to why you need one and how to go about deciding on the coding system critical to the control of documents

For guidance only

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GETTING STARTED

ISO 9000 & ISO 22000

IMPLEMENTATION STRUCTURE

APPOINT
STEERING COMMITTEE

PROJECT TEAM

SUBJECT MATTER EXPERTS

COMMUNICATION SKILLS ESSENTIAL

Appoint TEAM
Select TEAM Leaders
Allocate AREAS

Basics of ISO 9000

ISO 9000 does not address some issues which are the focus of:

Total Quality Management (TQM)

Identify Prioritise training for MANAGERS and Supervisors

Leadership

Team Building

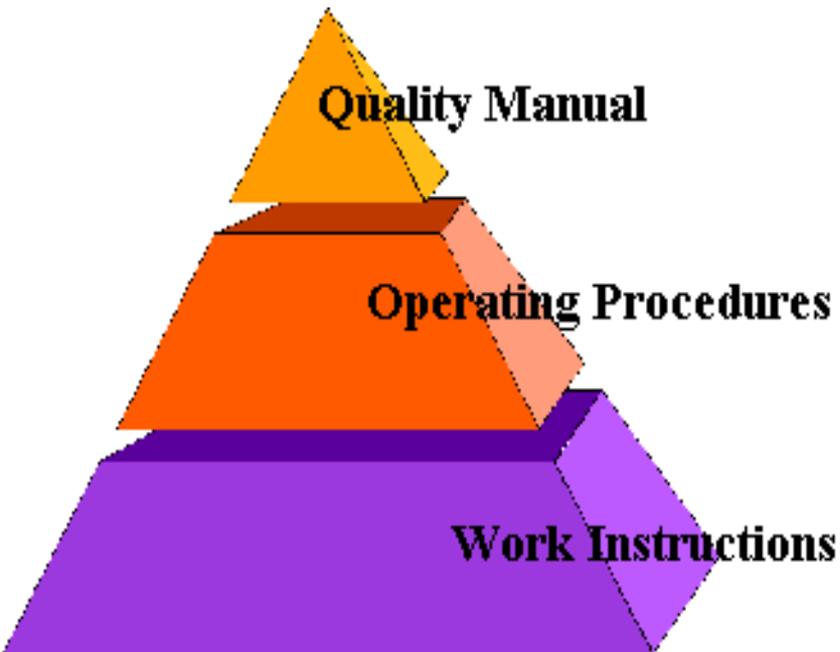
COMMUNICATION

Customer Service

Strategic Planning

Basics of ISO 9000

WHAT IS REQUIRED ?



describes the overall system and states the general policies and distribution of authority

define in **general** terms how the interdepartmental (cross-functional) flow of work is controlled.

define **specifically** how work is performed, step by step, within an individual department

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DOCUMENTATION STRATEGY

WHAT'S THE BIG DEAL WITH DOCUMENTATION?

Documentation of the output verifies the validity of the process from which it came

It forms the basis on which YOUR registration audit is built

The single most important aspect of ISO 9000

The foundation on which a robust Quality System is built.

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QUALITY DOCUMENTATION DEFINED

Quality documentation can be defined as:

“Any documentation upon which you make a Quality decision”

WHY CONTROL DOCUMENTS

The ISO 9000 Quality Management standards specify

- all documents relating to the product and its marketing, design, manufacturing, and maintenance must be captured, controlled and properly distributed
- personnel must have access to the latest version of a document and the document itself must reflect a true state of affairs
- any changes to the Quality System must be promptly documented and these changes must be efficiently registered, approved, distributed, and implemented
- all obsolete documents must be promptly removed from the workplace, or be identified as such to prevent inadvertent use

WHAT MUST BE CONTROLLED?

Controlled documents include:

- drawings
- specifications
- operational procedures
- inspection, testing, and other work instructions
- the Quality Manual and procedures
- inspection and test reports and data
- visual aids

ISO 9000 Document control

Outline of the document control system

Terminology

Procedure: describes the process

Work instructions: tells how to perform the process

Attachment: information attached to the procedure for clarification

Determine what to control

Procedures

Work instructions

Forms

Attachments

External documentation

Prints

Drawings

DOCUMENT CONTROL METHODS

Decentralized

- usually each document generating function looks after control of the document
- a common method in product-oriented quality systems
- can lead to a multitude of control schemes
- documents rarely follow the same format, style, etc.

Centralized

- functional area(s) retain control over documentation content
- common strategy of process-oriented quality systems
- control scheme is common throughout the whole organization
- centralized function ensures a common format, style, look, etc.

Setting up the document control system to be as easily manageable and as simple as possible is critical to the success of the quality management system

Build effective documents.

- Make them clear, concise, and user-friendly.
- Use short sentences starting with a command verb.
- Use present tense (e.g.: is, are). Make it clear who is performing the task.
- Format your documents to make them easy to read: use headings and white space

Have the right amount of documentation

- Avoid too much Overlap and repetition
- Avoid including a process in more than one work instruction
- Avoid too little
- The goal is consistency for your processes.
- If two trained employees were to perform this task, would they do it the same way?
- If the answer is "maybe not," a work instruction is appropriate.
- Avoid work instructions written for virtually everything
- **Just right**
- You have SOPs and work instructions to cover key processes.

The goal is consistency for your processes.

If two trained employees were to perform this task, would they do it the same way?

If the answer is "maybe not," a work instruction is appropriate.

Avoid work instructions written for virtually everything

Just right

You have SOPs and work instructions to cover key processes.

Determine where to keep your documents

Planning the infrastructure

Use the ISO standards and specifications

Prepare a blueprint for the system

Choosing YOUR document control system.

A simple word processing program or an existing database program or a packaged document control software

What will be best for YOUR company

Consider the following when deciding on a system

Company size

Computer setup and availability

Number of different processes performed

Rate of change for your processes or documents

YOU may need more than one system.

If documents are different enough, it may be best to have two distinct systems.

For example,,: one for quality system documents, and one for engineering documents

ISO 9000 Document control

WHAT DO WE NEED IN A DOCUMENT CODE?

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For ASSISTANCE with
ISO 9000 / 22000 Systems design and implementation
in the Dairy Manufacturing Industry
Contact the experts

ISO 9000 Document control

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TOTAL QUALITY MANAGEMENT

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