

DOCUMENT CONTROL

BASICS OF GOOD DOCUMENTATION AND
OVERVIEW OF THE AIM DOCUMENT CONTROL
SYSTEM

CONTROL OF DOCUMENTS

OBJECTIVES OF THIS PRESENTATION

To provide an overview of what is a document and the objectives of a Document Control System

To provide an awareness of what an efficient Document Control System should include

To provide an overview of the AIM Document Control System

To ensure that participants understand and can perform their role in the system

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TOPICS TO BE DISCUSSED

1

- Definition of a Document

2

- Objectives of a Document Control System

3

- Document Identification

4

- Document Review and Approval

5

- Document Storage and Distribution

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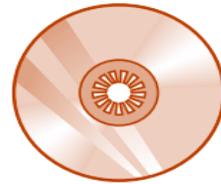
What is a Document?

Information and its supporting medium (paper, electronic etc.)

Examples:

Any element of the IAIP such as:

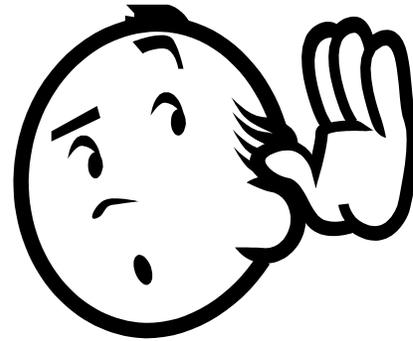
- ▶ Aeronautical Information Publications (AIP).
- ▶ AIP Supplements (AIP SUP).
- ▶ Notice To Airmen (NOTAM).
- ▶ Aeronautical Information Circulars (AIC).



Documents are the communicators of the quality management system

Verbal instructions often are:

- ▶ not heard
- ▶ misunderstood
- ▶ quickly forgotten
- ▶ difficult to follow



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- ▶ Steps in Building an effective system
- ▶ **Outline of the AIM Document Control System**
 - i. Hierarchy of Documents
 - ii. Document Identification and Naming Convention
 - iii. Acronyms used
 - iv. Document Control and Distribution

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OBJECTIVES

To establish the necessary activities and responsibilities to ensure that AIM personnel have access to relevant documents that are up to date, by defining the controls to:

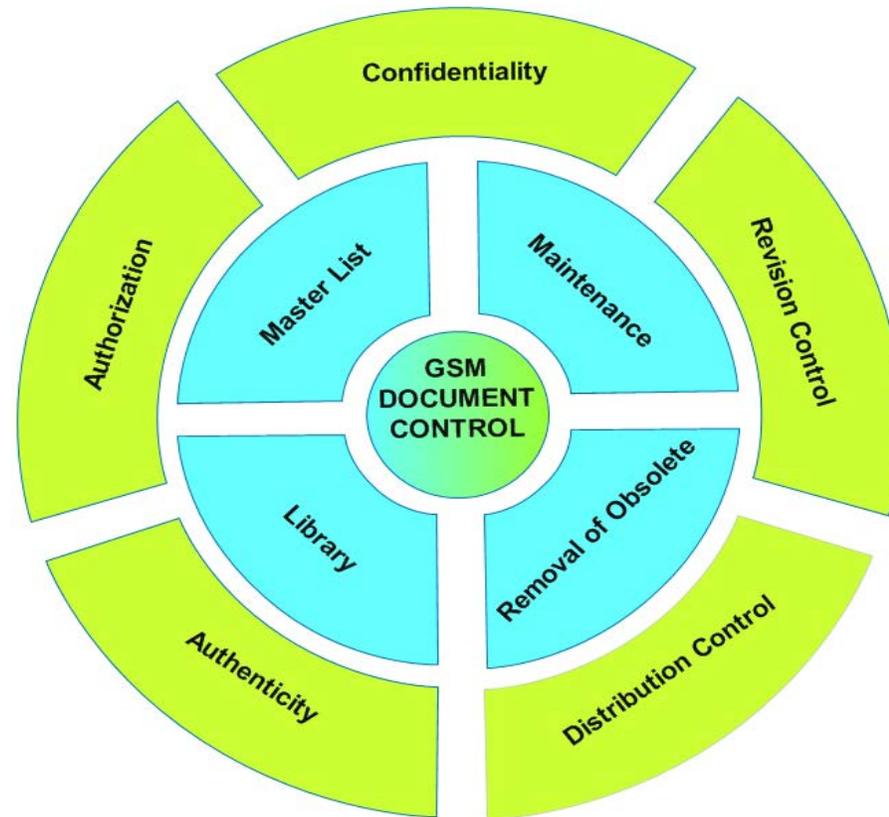
- ▶ create new documents deemed necessary for AIM activities;

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- ▶ ensure that changes and the current version of documents are identified;
- ▶ ensure that the current version of applicable documents are available at points of use;
- ▶ prevent the unintended use of obsolete documents and apply suitable identification to them, if they are retained for any purpose.

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Desired Features of a Document Control System



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Desired End Result of a Document Control System



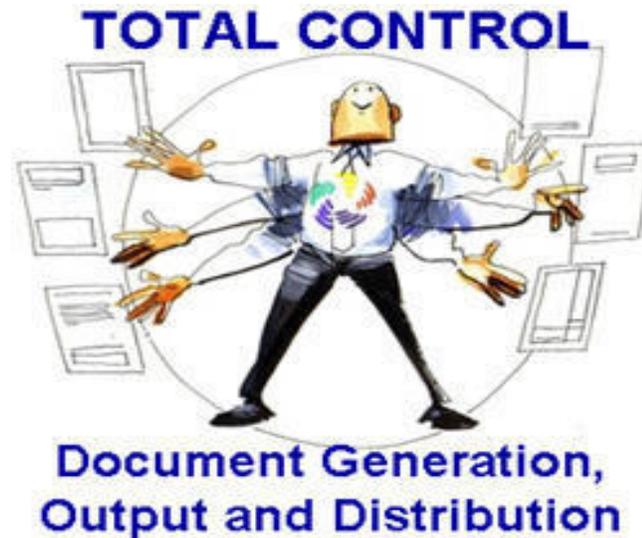
All documents are in place, up-to date and at all appropriate points of use.

There is no confusion or doubt if you are using the correct version of any document.

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ISO Annual Quality Survey Report

- ▶ Identifies Document Control as the most difficult clause to implement...
- ▶ And the most difficult clause to maintain.



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**Step 1 in building an
effective system is:**

To Have Good Documentation!

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Good Documentation is:

- ✓ Clear
- ✓ Concise
- ✓ User friendly

Avoid too much detail
Example:

“The purpose of this procedure is to document the aforementioned activities, herein after referred to as the prescribed tasks in terms that preclude their execution in an inconsistent manner, wherein such inconsistency may potentially result in the prescribed tasks delivering a result that is not repeatable or reproducible”

Could be replaced by:
The purpose of this procedure is to document activities so that they will be performed in a consistent manner, thereby resulting in repeatable and reproducible results.

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Step 2: Have the Right Amount of Documentation



How much documentation do I need?

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Ask yourself:

Will it really Impact Customer Requirements?

Avoid Creating too much:

- Work instructions written for virtually everything
- Overlap and repetition - Including a process in more than one work instruction.

Or...

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Too little:

- Lack of work instructions where the process affects the quality of the product.
- Employees have their own way of performing processes
- There is variation in the process because it is not well documented

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Documentation: The right amount

- ✓ Remember that the goal here is *consistency* for your *processes*.
- ✓ If two trained employees were to perform this task, would they do it the same way?

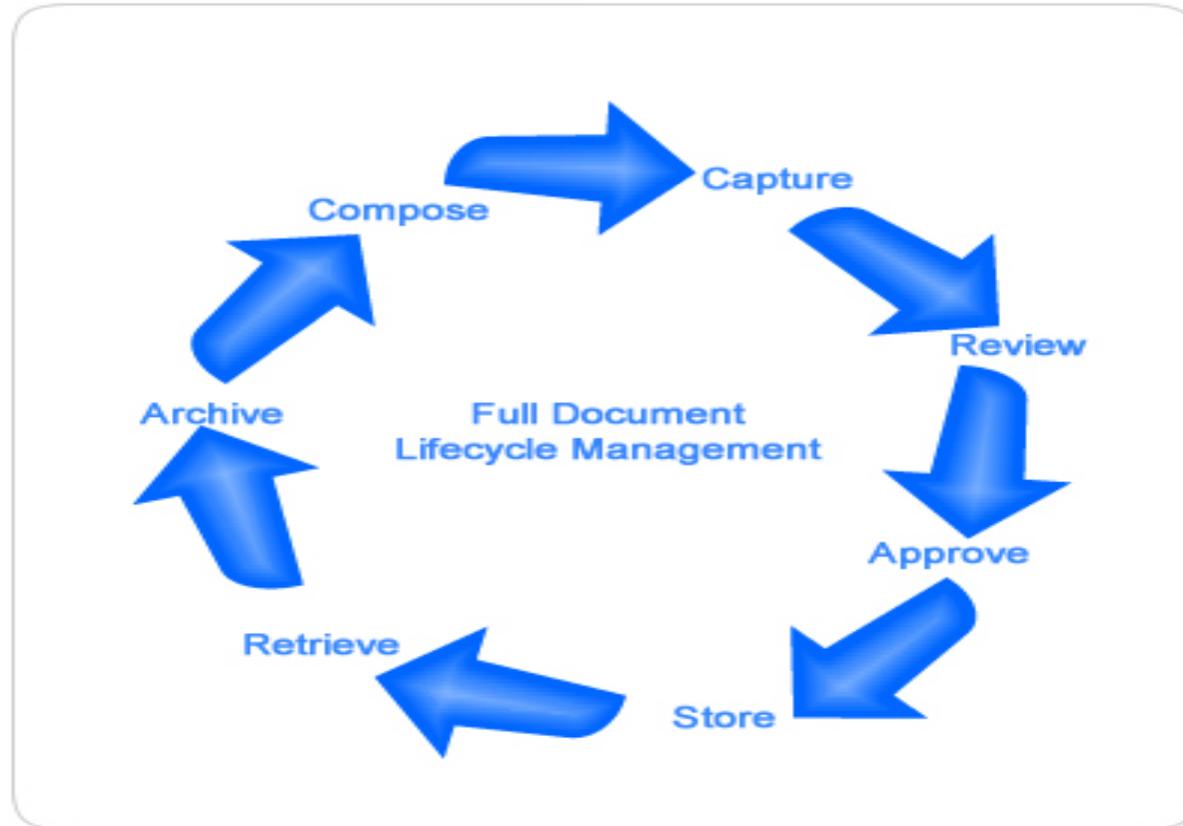
*If the answer to this is “Maybe not” a **Work Instruction** is appropriate.*

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Step 3: Outline of the AIM Document Control System

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Document Lifecycle



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DOCUMENT IDENTIFICATION

All documents shall contain the following information:

- ▶ Company Name and Logo
- ▶ Document Title
- ▶ Document ID
- ▶ Current Revision and Date
- ▶ *Copy Number*



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DOCUMENT IDENTIFICATION

The following acronyms are used in the identification of documents:

- ▶ QP Quality Procedure
- ▶ WI Work Instruction
- ▶ F Form/Record
- ▶ A Attachment

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Naming Convention

Example 1:

- ▶ The QMSP for the Control of Documents relates to clause 4.2.3 of the ISO standard and may be identified as: **AIM/QP423**.

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Naming Convention

Work Instructions will have an additional two digit number starting from 01 following the clause number as required.

- ▶ For example the work instruction for handling non-conformities may be considered the first WI related to the ISO Clause 8.3 and as such may be identified as:

AIM/WI83-01.

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Naming Convention

Forms and attachments will have additional characters starting from 01.

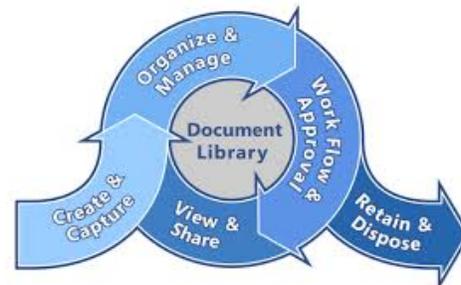
Example:

- ▶ The Non-Conformity Report associated with that procedure is identified as **AIM/F83-01**

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DOCUMENT REVIEW & APPROVAL

- All documents shall be reviewed and approved prior to issue.
- There shall be an established procedure for reviewing and approving new documents or changes to existing documents.



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DOCUMENT STORAGE AND DISTRIBUTION

A Manual System with some electronic features may be used:

- Hardcopies of all Master documents are to be made available within the AIS Office.
- Electronic versions of all Master documents securely stored in a folder on the desktop and backed up monthly.



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DOCUMENT STORAGE AND DISTRIBUTION

- ▶ Update Document Register(DR).
- ▶ Ensure all master copies of documents are protected and access restricted and controlled.
- ▶ Obsolete documents to be removed, archived and retained for 3 yrs.

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CONCLUSION

Follow these guidelines and all the pieces will fall in place.

