Purpose:	To ensure that all internal and external QMS documented information (documents and records) that are relevant to the requirements of MS ISO 9001:2015 are properly controlled and posted on the Hexatech ISO Website.
Scope:	This procedure covers QMS documented information on soft and hard copies: (1) Internal QMS documents and records such as the QMS Requirements, Job Descriptions, Operating/Production Procedures, Work Instructions and Records (Forms, Reports, Checklist, etc.); (2) External QMS documents and records such as ISO Standards, etc., and; (3) Softcopy QMS documents and records (both internal and external) as mentioned above. (4) Handling of all QMS documents and records.
ISO Reference:	MS ISO 9001:2015 Clause No. 7.5

(1) Internal QMS Document & Record Control:

Step	Activity	Responsibility	Reference
1	Format of internal QMS document and record – applies to QMS Requirements, Job Descriptions, Operating/Production Procedures and Records (Forms, Reports, etc.) shall be made available on the internet (Hexatech ISO Website). The assignment of Document Number and Record Number shall be in accordance to the Company Filing Index (CFI).	IM	Company Filing Index (CFI), Hexatech ISO Website
	All internal QMS documents and records are to be made available in the Hexatech ISO Website or to those personnel specified in accordance to the approved Document Distribution List (DDL). If required, ISO Manager (IM) is to raise a Read Memo to record proof of reading the QMS document (together with its records) by the assigned personnel.	IM	Document Distribution List (DDL), Read Memo
	The Company's QMS certification scope, quality policy and quality objectives shall be communicated to all Company personnel from time to time with the use of emails, notice board, poster frames, or other communication means.	IM	
	Should there be any amendment to the current internal QMS document or record; IM shall raise a QMS Document Change Notice (QDCN) for the change.	IM	QMS Document Change Notice (QDCN)

Step	Activity	Responsibility	Reference
	Mechanism of amendment – change one page will change entire document or record in the Hexatech ISO Website. If more than half of the QMS documents are being changed, then the Issue Number and Revision Number will increase by one and the Document Effective Date shall be revised to reflect the implementation date. For minor changes, only Revision Number and Effective Date will be changed accordingly. Revision history shall be updated to record changes in the QMS Document Change Log.	IM	QMS Document Change Log
2	Prior to internet posting of any internal QMS document or record at the Hexatech ISO Website, it must be submitted for review and approved by authorized personnel as in QMS Authority Table stated below in this procedure.	IM	QMS Authority Table, Hexatech ISO Website
3	Ensure that all amendments made to the existing internal QMS document or record is reviewed by the similar function and all pertinent information with regards to the amendment is submitted as the basis of approval. The retention period for QMS documents and records are as follows: <u>QMS Documents</u> – all documents in the QMS are retained as per the validity of its effective date. Disposal of such documents which had been superseded by amended copy shall be carried out upon its superseded date. Superseded documents shall be destroyed immediately or deleted from the Hexatech ISO Website. However, if required, a copy of the superseded document shall be place into retention as part of the supporting document for QMS Document Change Notice (DCN). <u>QMS Records</u> – All records are subject to a minimum retention period of <u>three (3)</u> years or otherwise stated. However, these records may be stored and retained at the Hexatech ISO Website without any limited period of time.	IM IM IM	QMS Document Change Notice (DCN), Hexatech ISO Website

Step	Activity	Responsibility	Reference
4	Update the Master QMS Documented Information & Retention List (MQDIRL) for all QMS documents and records at the Hexatech ISO Website upon approval of each QMS document or record to indicate current issue, revision and effective date status. Any update of job description will also be controlled and maintained and the current copy to be posted to the Hexatech ISO Website. Any discarded or previous edition internal QMS document or record retained for reference in hardcopies (if available) shall be stamped 'OBSOLETE DOCUMENT' or 'THIS DOCUMENT IS SUPERCEDED BY'.	IM	Master QMS Documented Information & Retention List (MQDIRL), Hexatech ISO Website
5	Should hardcopies of the QMS are required, stamp 'MASTER COPY' (for main copy) and 'CONTROLLED DOCUMENT' (for controlled copy) on the first cover page of all internal QMS documents and records accordingly at point of issue. Any internal QMS document (record is excluded) which had been authorized by IM for use outside of the COMPANY management office is to be stamped with 'UNCONTROLLED DOCUMENT' and appropriately sealed with a Company rubber stamp and signed by IM on each page.	IM	
6	Update the Hexatech ISO Website on any new or amendment of internal QMS document and record and to inform the respective assigned personnel or authorized users/users of the amendment. In the case of hardcopy of the QMS amendment are issued, there should be proper recording of acknowledgement of receipt by the recipient in the Document Distribution List (DDL). Also, if required, issue Read Memo to ensure recipient(s) had read and understood the contents of the document.	IM	Hexatech ISO Website Document Distribution List (DDL), Read Memo

Step	Activity	Responsibility	Reference
	For the QMS amendment and revised copies (hard copies), obsolete copies must be returned prior to the issuance of revised copies. Upon receipt of the amended and revised copies, recipient shall acknowledge receipt in the DDL. Obsolete hardcopies shall be stamped with "OBSOLETE" to prevent unintentional used and if required, a copy shall be kept for reference purpose in the obsolete file. Such obsolete copies shall be disposed/destoryed immediately.	IM	DDL
7	Monitor review date based on the last revision number indicated on MQDIRL.	IM	MQDIRL
8	Reviews shall be carried out as on required basis or as directed by management review board. Complete the DCN and forward a copy of the QDCN to the respective personnel who initiated the document or record for review. The identified personnel shall review the appropriateness of document or record against current procedures and needs of customers. Results of review shall be recorded in QDCN. If changes are required after review, the reviewer shall initiate subsequent amendment of document or record. After change(s), the information shall be updated to the QMS Document Change Log for traceability purpose. IM will then update the Hexatech ISO Website.	IM	QDCN QDCN QMS Document Change Log, Hexatech ISO Website

Quality Management System (QMS) Authority Table

Type of document	**Prepared by:**	**Reviewed by:**	**Approved by:**
Level 1: QMS ISO 9001:2015 Requirements	IM	-	FM
Level 2: Operating Procedures	IM & Department Head	IM	FM
Level 2: Method Statements	Department Head	IM	FM
Level 3: Records (Forms, Reports, etc.)	IM & Department Head	IM	FM

(2) External QMS Document & Record Control:

Step	Activity	Responsibility	Reference
1	Receive external QMS document or record in hardcopies and stamp with "Received & Date" chop. If in softcopies, record the date of the document on its file name.	IM	
2	Review the external QMS document or record and decide whether it is applicable for use in the Company's quality system.	IM	
3	At the Hexatech ISO Website, update external QMS document or external record into the MQDIRL upon review of FM. For hardcopies, stamp or print 'MASTER COPY' (for main copy) and 'CONTROLLED DOCUMENT' (for duplicate or photostated controlled copy) on all eternal QMS documents and records accordingly at point of issue.	IM	MQDIRL, Hexatech ISO Website
4	Update on the Hexatech ISO Website with the new or amendment of document or record and inform to assigned personnel/authorized users. In case of hardcopies, proper recording of acknowledgment of receipt by the recipient shall be obtained in the DDL. If required, issue the Read Memo.	IM	DDL, Read Memo, Hexatech ISO Website
5	For the amendment and revised hardcopies, obsolete copies are returned prior to the issuance of revised copies. Upon receipt of the amended and revised copies, recipient shall acknowledge receipt in the DDL. Issue Read Memo when necessary. All obsolete hardcopies shall be stamped with "OBSOLETE" to prevent unintentional use and IM shall keep a copy for reference purpose in the obsolete file. The remaining obsolete copies shall be disposed immediately. Softcopies of such obsolete documented information can be kept in the Hexatech ISO Website with proper annotation.	IM	DDL, Read Memo Hexatech ISO Website

(3) Softcopy QMS Document & Record Control:

Step	Activity	Responsibility	Reference
1	Besides having the softcopies of the QMS documented information on the Hexatech ISO Website, IM need to save a softcopy of latest internal QMS documents and records, and external QMS documents and records (if any) in the IM's computer and a designated hard drive or pen drive (or another assigned computer or server or portable hard drive or pen drive or other digital storage media). Ensure the softcopy is stored in a secured media or hardware which is only accessible to authorized personnel.	IM	Hexatech ISO Website
2	Any change to the internal and external softcopy QMS documents and records will overwrite the previous file in Hexatech ISO Website and storage with IM's computer and another assigned computer or server hard drive or portable hard drive or other digital storage media accordingly. Passwords shall be assigned to all users of the Hexatech ISO Website. No softcopy of internal or external QMS document or record is distributed without permission from IM.	IM	Hexatech ISO Website

(4) Handling of all QMS Documented Information:

Step	Activity	Responsibility	Reference
1	IM is responsible to identify all QMS documents and records generated internally within the department or obtained externally, which will be posted in the Hexatech ISO Website and retained as QMS documents and records as evidence of conformity to requirements and of effective operation. The hardcopies QMS documents and records (if required) are to be distributed with the appropriate Document Distribution List (DDL) and Read Memo accordingly.	IM	Hexatech ISO Website DDL, Read Memo

Step	Activity	Responsibility	Reference
2	Assign staff-in-charge within the department to clearly index either by customer name, product type, date, etc. on the hardcopies QMS documents and records (both internal and external) as identified which are relevant for use by the respective department. The file name shall be clearly identified on each file as per the Company Filing Index (CFI).	IM	CFI
3	Keep all hardcopies files in a suitable area to prevent damage or deterioration. All internal or external QMS document and records in hardcopies must be easily accessible and retrievable. Keep the QMS documents and records at the department office or working area according to the required retention period.	IM	
4	Both internal and external QMS documents and records in hardcopies are to be kept in suitable carton box(es) and record the details of such records using the QMS Documented Information Archiving Label and Documented Information Archiving Log before being transferred to the archive room or central filing room for storage. The QMS Documented Information Archiving Label is to be affixed at the carton box. Define the retention period of all the quality record used in Master QMS Documented Information & Retention List (MQDIRL). All QMS documents and records shall be kept as per statutory or contractual requirements as defined in the CFI and MQDIRL.	IM	QMS Documented Information Archiving Label, Documented Information Archiving Log QMS Documented Information Archiving Label, MQDIRL, CFI
5	IM, with consultation of FM, is to decide whether to destroy the hardcopies of QMS documents and records after the retention period or to maintain the documents or records for future reference. All hardcopies of QMS documents and records are to be disposed/destroyed or shall be scraped or stamp with “CANCELLED” chop if the QMS documents and records are to be recycled after the retention period.	IM	

End