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1.0 OBJECTIVES

- 1.1 To maintain a system to control all documented information related to the institution's Quality Management System (QMS).
- 1.2 To ensure that all documented information relevant to the QMS are properly updated.
- 1.3 To ensure that all QMS-related documented information are reviewed for adequacy and the latest revisions are available at all points of use.

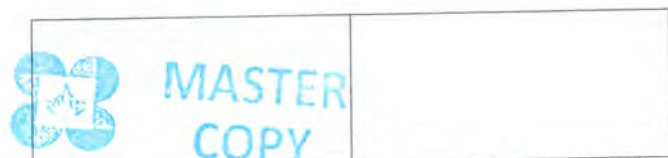
2.0 SCOPE


This procedure applies to all QMS-related documented information within the defined documentation structure of the institution's QMS. The following shall be classified as controlled documented information, whether in the form of hard copies or electronic versions:

- Quality System Manual (QSM);
- Curriculum and Instruction Manual (CIM);
- Student Affairs Manual (SAM);
- Student Services Manual (SSM);
- Finance and Administration Manual (FAM);
- System Office Services Manual (SOM)
- Job Description Manual (JDM);
- PSHSS forms;
- Where applicable, Reference Documented information (i.e. external origin); and
- Records.

3.0 POLICIES

- 3.1 All QMS-related documented information shall be controlled and maintained by the Quality Management Representative (QMR)/Document Controller. Responsibilities shall be to:



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- Ensure that QMS-related documented information (manuals/forms/List of References/Filing Chart) are properly prepared and approved before release;
- Control and monitor revisions of all QMS-related documented information (manuals and forms) and ensure that only pertinent issues are used; and
- Maintenance of master copies of all QMS-related documented information (manuals and forms).

3.2 Documented Information Format


Manuals/Procedures

3.2.1 Each document in the manuals shall be composed of objectives, scope, policies, procedures and list of forms and reports.

3.2.2 All manuals shall follow the standard format containing the following:

- Institution's Logo,
- Manual Title,
- Document Name,
- Document No.,
- Version Number,
- Revision No.,
- Effectivity Date,
- Page Number,
- Prepared By,
- Approved By,
- Master Copy Stamp Box,
- Controlled Copy Stamp Box, and
- Statement at the footer "© 2016 Philippine Science High School; all rights reserved. This document may contain proprietary information and may only be released to third parties with approval of management. Document is uncontrolled unless



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otherwise marked; uncontrolled documents are not subject to update notification.”

3.2.3 All procedures in the manuals shall be identified in the QMS by a document number. The document number shall consist of letters representing the manual followed by a number series. The document number shall follow this pattern:

ABC X.X

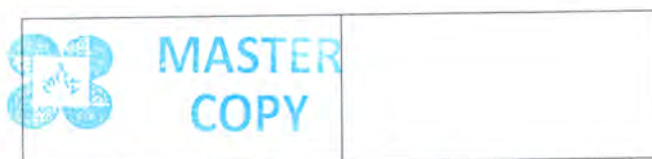
Where:


- ABC – QM for Quality Manual,
CIM for Curriculum and Instruction Manual,
SAM for Student Affairs Manual,
SSM for Student Services Manual,
FAM for Finance and Administration Manual,
SOM for System Office Services Manual, and
JDM for Job Descriptions Manual
- X.X – number assigned to the document

3.2.4 Revised or amended procedures shall have the same document number, unless the system documentation is to be restructured.

3.2.5 The initial issue of procedures shall bear revision 0. A revision shall be issued to reflect changes in a particular procedure of a manual. Succeeding amendments to the procedure shall then be numbered as revision 1, 2, 3 and so on.

3.2.6 The initial issue of manuals shall bear version 1. A new version shall be issued when there are major changes in the manual as change of standard version or change of signatories. Succeeding issues shall be numbered as version 2, 3, 4 and so on. The QMR shall decide when a new version of the manual shall be issued.



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Forms


3.2.7 Forms used by the Institution shall have an assigned Reference Number and corresponding Initial Date of Issue. The numbering scheme shall be as follows to be placed at the bottom left of the form:

PSHS-NN-F-XXX-YY-Rev#-MM/DD/YY

Where: PSHS – refers to Philippine Science High School
 NN – origin of Form,
 F – referring to Form,
 XXX – three character referring to the area/office,
 YY – two-digit assigned reference number,
 Rev # – revision number, and
 MM/DD/YY – date of issue/effectivity date

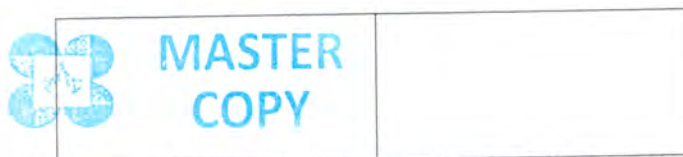
Origin of Form	
Code	Origin
00	Common to all PSHS Campuses/OED
01	MC
02	SMC
03	WVC
04	EVC
05	CVC
06	CMC
07	BRC
08	IRC
09	CVisC
10	CARC
11	CLC
12	SRC
13	CRC
14	CBC
15	ZRC
16	MRC




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Office	Code
Office of the Executive Director	OED
Research, Policy Formulation and Academics Division	RPA
Office of the Campus Director	OCD
Quality Management System Council	QMS
Student Discipline Office	SDO
Planning Office	PLO
Curriculum & Instruction Division	CID
Student Services Division	SSD
Registrar Unit	REG
Library Unit	LIB
Residence Halls Unit	RHU
Health Services Unit	HSU
Guidance Unit	GCU
Division of Student Affairs	DSA
Finance & Administration Division	FAD
Accounting Unit	ACU
Budget Management Unit	BMU
Cash Management Unit	CMU
Human Resource Management Unit	HRU
Supply & Property Management Unit	SPU
Procurement Unit	PRU
General Services Management Unit	GSM
Information Technology Unit	ITU
Records Management Unit	RMU

3.2.8 All forms shall be monitored through the Master List of Forms maintained by the Document Controller (per area) and QMR.



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References (Documents of External Origin)

3.2.9 References shall be registered in the List of References, which contains the title of reference material, edition/year of issue, signature of recipient and date, date retrieved, signature of recipient, prepared by and noted by.

Records

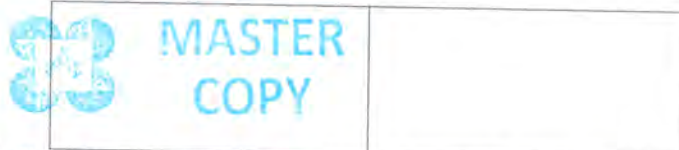
3.2.10 Records shall contain the following as reflected in the Filing Chart:


- 3.2.10.1 File code
- 3.2.10.2 File name
- 3.2.10.3 Filing system
- 3.2.10.4 Active retention/location/responsibility
- 3.2.10.5 Inactive retention/location/responsibility
- 3.2.10.6 Mode of disposal
- 3.2.10.7 Prepared by
- 3.2.10.8 Approved by

3.3 Documented Information Issuance and Approval

Manuals/Procedures and Forms

- 3.3.1 Before issuance of a new and/or revised documented information, all authorized representatives of office concerned shall review the documented information for any comments. The Head of the originating unit shall review the documented information before circulation to other units.
- 3.3.2 Final approval of all QMS-related documented information, new and/or revised, prior to issuance shall be done by the approving authorities concerned.
- 3.3.3 Changes to documented information shall be reviewed and approved by the same functions that performed the original review and approval unless otherwise approved by the QMR.



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3.3.4 The originating unit shall be responsible in seeking the approval of all units concerned. The approval of all Heads concerned shall be recorded in the Document Change Request Form (DCR) and filed by QMR/Document Controller.

References (Documents of External Origin)

3.3.5 List of References shall be prepared by the office concerned, as applicable. The list shall be approved by the Head of the office concerned.

3.3.6 A new List of References shall be prepared if there are new references identified to be included. The original List of References need not be revised but a new List of References can be included as an addendum to the original list.

Records

3.3.7 The Filing Chart shall be prepared by the office concerned indicating the date it was prepared. The Filing Chart shall be approved by the Head of the office concerned.

3.4 Documented Information Control & Distribution


Manuals/Procedures

3.4.1 The manuals/procedures shall be made available to all personnel concerned. Hard copies shall be distributed to all personnel responsible for the copy.

3.4.2 All manuals shall have a corresponding table of contents stating document number, document name, initial issue date, revision date and revision number.

3.4.3 The Document Approval and Distribution Matrix shall serve as the Master List of procedures.



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3.4.4 The copies of manuals shall be controlled through the following:

- Master Copy shall be defined as the copy with the latest revision and basis for all controlled copies. It shall be properly identified or labeled in blue ink as valid or official.
- Controlled Copy shall be reproduced depending on the number of copies needed. These shall also be properly identified in blue ink as controlled copies.

3.4.5 The person/s involved in the preparation of the manual shall sign in the designated boxes in the Master Copy to indicate that the manual is the official copy. The Approving Authorities concerned shall likewise sign in the designated box to indicate their approval.

3.4.6 Master copies of all manuals shall be maintained and kept by the QMR/Document Controller.


3.4.7 The QMR and Document Controller shall have full authority to revise or change any procedures. Any changes should be coursed through them, which should be properly supported by a DCR.

3.4.8 The QMR/Document Controller shall also maintain back-up copies of electronic files of the latest revision of all manuals. The file-naming scheme to be used to label the back-up copies shall be the document name and the back-up date.

3.4.9 Before distribution of documented information, the QMR/Document Controller shall check the following:

- Clarity of prints,
- Completeness of pages,
- Latest revision code,
- Document control number,
- Signature of approving parties,
- Format, and
- Distribution list.



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3.4.10 A Document Control Log (DCL) of each manual/procedure shall be maintained by the QMR/Document Controller to ensure effective control of the circulation and to provide traceability in updating issued manual/procedure. The DCL shall contain the following:

- Title of Manual,
- Copy Number,
- Document Number,
- Previous Version/Revision No.,
- New Version/Revision No.,
- Recipient,
- Date Issued,
- Signature of Recipient,
- Date Retrieved, and
- Signature of Issuer/Retriever.

3.4.11 The QMR/Document Controller shall ensure that all controlled copies have been received by the office's representative or person responsible for the copy. This shall be recorded in the DCL to be maintained by the QMR/Document Controller.


3.4.12 Manuals/Procedures can be created, revised or deleted using a Document Change Request (DCR) form.

3.4.13 The DCRs for manuals/procedures shall be duly approved by the approving authorities, as prescribed in the Document Approval and Distribution Matrix, before processing.

3.4.14 A copy of the newly created or revised manuals/procedure shall be provided to the QMR/Document Controller, which will serve as a master copy for proper updating of all controlled copies.

3.4.15 The QMR/Document Controller shall be responsible for updating all controlled copies for any changes.



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3.4.16 The QMR/Document Controller shall be responsible for ensuring that any approved changes are communicated to all units concerned and implemented accordingly.

Forms

3.4.17 Forms can be created, revised or deleted using a Document Change Request (DCR) form.

3.4.18 Newly created forms, including combined existing forms, shall have a new Reference Number which is the next available according to the series of two-digit numbers.

3.4.19 The QMR/Document Controller shall be informed if a new revision in a form is made.

3.4.20 For discarded forms or those that will not be used, the assigned Reference Number will not be used for new forms.

3.4.21 Computer-generated forms do not need to have form numbers, since this is already controlled by the system.

3.4.22 A copy of the newly created or revised form shall be provided to the QMR/Document Controller for proper updating of the compiled forms.


3.4.23 The QMR/Document Controller shall also maintain back-up copies of electronic files of the latest revision of all forms.

3.4.24 The QMR/Document Controller shall be responsible for ensuring that any approved changes are communicated to all units concerned and implemented accordingly.

References (Documents of External Origin)

3.4.25 References shall be controlled by stamping the copy in red ink as "controlled". The Head shall also affix his/her signature.



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3.4.26 References are registered in the List of References, which will be used to monitor the updated references and the person accountable for each identified reference.

Records

3.4.27 Control and maintenance of records shall be the responsibility of each office concerned.

3.4.28 Each Head shall assign a person in charge to control and maintain records in the office.

3.4.29 Filing of records shall be done in a manner that allows easy retrieval as follows:


- Filing system shall be based on the Filing Chart.
- Records shall be indexed or labeled appropriately for easy identification.

3.4.30 Records shall be protected and kept in suitable environment to minimize damage or deterioration, loss of confidentiality, improper use, or loss of integrity, by using appropriate means – such as folders, envelopes, binders, among others; stored in cabinets, shelves, and drawers. Confidential records shall be kept under lock and key, and accessed only by authorized personnel.

3.4.31 Records shall also be preserved (including preservation of legibility), and maintained/retained (including protection from unintended alterations) by the following:

- 3.4.31.1 Written legibly with permanent ink;
- 3.4.31.2 Thermal paper should be photocopied;
- 3.4.31.3 Used portion of the recycled paper should be marked/crossed out;
- 3.4.31.4 Confidential documented information should not be used as recycled paper; and



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3.4.31.5 Corrections, if needed, should leave the original entry still readable; therefore, should be crossed-out using a single line and initialed by the person who made the correction

3.4.32 Each unit shall set the retention period of its records. After the lapse of the retention period, the persons concerned shall seek approval from their respective heads, after which he/she shall remove the records and dispose of such records based on the disposal method indicated on the Filing Chart.

3.4.33 The Heads concerned shall review their records, whether to be classified as inactive or for disposal.

3.4.34 Relevant electronic copies of records shall be backed up accordingly.

3.4.35 Access to relevant electronic system/database, including controls, shall be defined.

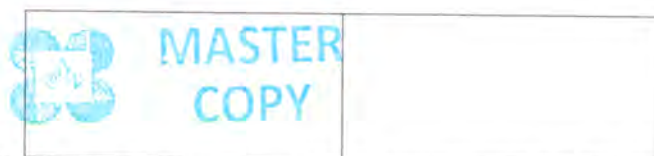
Uncontrolled Copies


3.4.36 The QMR/Document Controller may provide uncontrolled document to individuals as deemed appropriate. These uncontrolled documented information, if issued, shall be reproduced from a "controlled copy" document such that the "controlled copy" stamp is not in ink, but only photocopied, and stamped "uncontrolled copy".

3.5 Monitoring of Document Change Requests (DCRs)

3.5.1 All DCRs received from requesting parties shall be logged by the QMR/Document Controller in a Document Change Request Register containing the following

- DCR No.,
- Date Received,
- Document No.,
- Requested By,




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- Action Taken, and
- Date Completed.

3.6 Obsolescence of Documented Information

- 3.6.1 Manuals/Procedures/Forms/References/Filing Chart shall be considered obsolete or superseded if it is no longer applicable to the QMS or if it is replaced by a new version/revision.
- 3.6.2 The QMR/Document Controller shall ensure that all superseded documented information are properly marked and removed from all points of use. The revised documented information shall be given to the person responsible when the superseded documented information is retrieved. The receiver shall sign in the DCL to properly record the retrieval and replacement of the superseded documented information (manual/procedure).
- 3.6.3 Obsolete documented information that are retained for reference purposes shall be properly marked as superseded. The QMR/Document Controller shall stamp all obsolete documented information as "SUPERSEDED, FOR REFERENCE PURPOSES ONLY".
- 3.6.4 Records of revision history (superseded master copies) of the manuals/procedures shall be kept by the QMR/Document Controller.
- 3.6.5 The Masterlist of Forms shall document the revision history of the forms.
- 3.6.6 The List of References shall document the retrieval of obsolete/superseded references.
- 3.6.7 The Filing Chart can be updated any time by the office concerned as long as the date it was prepared is indicated and approved by the Head of the office concerned.



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4.0 PROCEDURES

4.1 Control of Manuals/Procedures

Responsibility	Activity
Employee	<ol style="list-style-type: none"> 1. Coordinates creation, revision or deletion of manual/procedure with Head/QMR. 2. Fills-out a Document Change Request form (DCR) with corresponding attachments (if any). 3. Submits to approving authorities concerned for review and comments.
Concerned Approving Authorities	<ol style="list-style-type: none"> 4. Reviews the DCR and notes down comments on the Document Change Request Form. 5. If approved, submits DCR to QMR/Document Controller for implementation. 6. If rejected, discusses with the personnel concerned and makes the necessary adjustments; submits DCR to QMR/Document Controller.
QMR/Document Controller	<ol style="list-style-type: none"> 7. Fills-out the Document Change Request Register (DCRR) to monitor progress of the request. 8. Creates or revises the manual/procedure and submits to approving authorities concerned for review. If for deletion, forwards DCR to approving authorities concerned.




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COPY

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<u>Responsibility</u>	<u>Activity</u>
Approving authorities concerned	9. Reviews the prepared manual/procedure (new/revision), signs the Document Change Request (new/revision/deletion).
QMR/Document Controller	10. Updates the DCR.
	11. For new or revised manual/procedure, prepares controlled copies and issues to the controlled copy holders.
	12. Asks the copy holders to sign at the DCL upon receipt of manual/procedure and return of obsolete ones.
	13. For deletion, retrieves obsolete copies and asks copy holders to sign at the DCL.
	14. Updates the DCRR.
	15. Files the DCR, DCRR and DCL.
	16. Stamps the obsolete/superseded manuals/procedures with "Superseded, For Reference Purposes Only" and files the obsolete/superseded master copy.




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4.2 Form Control

<u>Responsibility</u>	<u>Activity</u>
Employee	<ol style="list-style-type: none"> Coordinates creation, revision or deletion of form with QMR/Document Controller. Fills-out a Document Change Request form (DCR) with corresponding attachments (if any). Submits to Head for review and comments.
Head concerned	<ol style="list-style-type: none"> Reviews the DCR and notes down comments on the DCR. If approved, submits DCR to Document Controller for implementation. If rejected, discusses with the personnel concerned and makes the necessary adjustments; submits DCR to QMR/Document Controller.
QMR/Document Controller	<ol style="list-style-type: none"> Fills-out the DCRR to monitor progress of the request.
Document Controller	<ol style="list-style-type: none"> Creates/Revises the document and submits to head concerned for review. For deletion, forwards to the Head concerned.
Head concerned	<ol style="list-style-type: none"> Reviews the prepared form (new/revision), signs the DCR (new/revision/deletion).
QMR/Document Controller	<ol style="list-style-type: none"> Updates the DCR.




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<u>Responsibility</u>	<u>Activity</u>
Document Controller	<p>11. If approved, prints updated form and provides the office with copies. For external printing, coordinates with service provider.</p> <p>12. Updates DCRR.</p> <p>13. For revised/deleted form, stamps the obsolete/superseded form from the master copies of forms with "Superseded, For Reference Purposes Only" and files.</p> <p>14. Updates the Masterlist of Forms and the master copies of forms.</p>

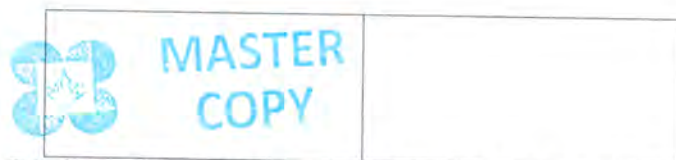
4.3 Control of References


<u>Responsibility</u>	<u>Activity</u>
Employee	1. Identifies new/revised copy of external document/reference to be controlled as reference.
Immediate Superior	2. Reviews the external document/reference to be controlled as reference.
Employee	3. Once approved, forwards the document/reference to the Document Controller for stamping of "Controlled Copy".
Document Controller	<p>4. Stamps the document/reference with "Controlled Copy."</p> <p>5. Forwards the controlled document/reference to the concerned Immediate Superior.</p>



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<u>Responsibility</u>	<u>Activity</u>
Immediate Superior	6. Signs the controlled document/reference.
	7. Forwards the controlled document/reference to the concerned employee.
Employee	8. Updates the List of References.
	9. Photocopies and distributes the reference to the copyholder/s.
	10. Asks the copyholder/s to acknowledge receipt of the reference.
	11. Retrieves the obsolete reference from copyholder/s.
Document Controller	12. If applicable, stamps the superseded copy/ies with "Superseded, For Reference Purposes Only".
	13. Files the superseded reference, if needed.



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4.4 Control of Records

Responsibility	Activity
Person-in-charge	1. Updates and signs Filing Chart if needed. 2. Submits the Filing Chart to his/her immediate superior for approval.
Immediate Superior	3. Approves the Filing Chart and endorses it to the person-in-charge.
Person-in-charge	4. Furnishes the Document Controller a copy of the Filing Chart. 5. Labels and files records according to the Filing Chart.
Document Controller	6. Files copy of the Filing Chart.

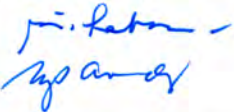

5.0 LIST OF FORMS AND REPORTS

5.1 Forms

- 5.1.1 Document Change Request
- 5.1.2 Document Change Request Register
- 5.1.3 Document Control Log

5.2 Reports

None

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