


VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 13.5
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1.0 OBJECTIVE

To define the methods for managing changes to processes and other aspects of the quality management system in a controlled manner.


2.0 SCOPE

This procedure covers activities involved in the planning and controlling of changes in the quality management system.

3.0 POLICIES

- 3.1 Quality management system processes will undergo changes, typically when:
- 3.1.1 Improvement opportunities have been identified, typically to improve process effectiveness
 - 3.1.2 Nonconformities within a process are identified and require corrective action
 - 3.1.3 Conditions in the industry or institution change, requiring a process to be updated
 - 3.1.4 New processes are added which impact on existing processes, requiring changes
 - 3.1.5 Customer requirements result in a need to change processes
 - 3.1.6 Any other reason determined by management
- 3.2 In such cases, the process must be changed in a controlled manner to ensure proper authorization and implementation of the changes.
- 3.3 At a minimum, process changes may be initiated by the following:
- 3.3.1 Changes to Documentation. The request for a process change shall be documented in the Document Change Request (DCR) form. The justification for the change shall be recorded. (Refer to QM 13.1 Control of Documented Information)
 - 3.3.2 Changes due to Nonconformities. As a result of raising a Corrective Action Request (CAR) form (Refer to QM 13.4 Corrective Action),



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process change may be triggered to update the documentation (see 3.3.1 above). The follow-up verification step of the CAR process shall seek to ensure the change has had the intended effect, and/or has improved the process. If not, the change may be rolled back or a new change made to correct any new issues that arise as a result of the change.

3.3.3 Changes due to identified Opportunities for Improvement (OFI). As a result of raising an OFI form, process change may be triggered to update the documentation (see 3.3.1 above). The follow-up action of the OFI process shall seek to ensure the change has had the intended effect, and/or has improved the process. If not, the change may be rolled back or a new change made to correct any new issues that arise as a result of the change.


3.3.4 Changes to Process Input and/or Output. Formal changes to process inputs and/or outputs will be used when the change is significant. Minor changes may be made without formal control, however the decision on what constitutes a significant vs. minor change must be agreed upon by those involved in the change. If a customer indicates a change is significant, this will trump any internal decision. Formal documentation of the changes shall follow QM 13.1 Control of Documented Information (see 3.3.1 above).

3.3.5 Changes to Contracts/Scholarship Agreement

3.3.5.1 Changes to Scholarship Agreements may be initiated by the Campus Director/s. The proposed changes shall be approved by the Execom and BOT.

3.3.5.2 Changes to Scholarship Agreements shall be applicable to incoming/new students.



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4.0 PROCEDURES

Refer to QM 13.1 Control of Documents and QM 13.4 Corrective Action.

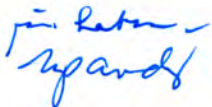
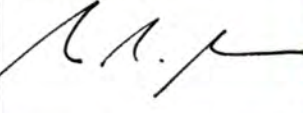

5.0 LIST OF FORMS AND REPORTS

5.1 Forms

- 5.1.1 Corrective Action Request Form
- 5.1.2 Opportunities For Improvement Form
- 5.1.3 Document Change Request Form

5.2 Reports

None

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