1.0 POLICY/PURPOSE

Santa Barbara Applied Research (SBAR), Inc. administers a documented system for the creation, publication, distribution, use, and revision of all documents and data – including documents of external origin – related to the SBAR Quality Management System (QMS) and ISO 9001 standards. Further, to the maximum extent practical, SBAR's goal is to reduce the amount of paper generated by SBAR activities. This procedure establishes the document and data control procedures for SBAR.

2.0 SCOPE

The procedure applies to all SBAR operations where documents and data (electronic and paper) are needed or developed in support of the quality system. This procedure applies to procedures, work instructions (WIs), checklist, contract specified requirements, external documentation, etc.

3.0 REFERENCES AND DEFINITIONS

3.1 References

ISO 9001: Quality Management Systems-Requirements, Third Edition (2000-12-15)

- ISO 9001 Element 4.2.3 (Control of Documents)

SBAR Documents

- SBAR *Quality Manual (QAP 2000)*
- SBAR *Control of Quality Records Procedure(CP-00-9016)*

3.2 Definitions

Checklist (CL): A document controlled by a procedure, work instruction, or Master Documentation/Record List that contains the "who, what, when, where, and how" a specific process is accomplished. Checklists may either be generated by SBAR or an external source. (**NOTE:** The use of a checklist, instead of a work instruction, is at the discretion of the applicable program manager, FAM, and QAO.)

Data Management Central Library (DMCL): The focal point for all SBAR quality records (e.g., documentation, data, and procedures). DMCLs are located at Corporate, Division, Branch,

contract, etc., levels and are maintained and controlled by the applicable QAO. They are in electronic or paper form or any other recognized format (e.g., x-rays).

Documentation/Data: Any form of media (e.g., paper copy or electric media) that is historic in nature and used, in part, to verify specific aspects of the quality system. Documentation/data includes, but is not limited to, SBAR Procedures, WIs, audit/inspection reports, x-rays, Quality Steering Committee meeting minutes.

Functional Area Manager (FAM): A supervisory individual who is responsible for the leadership, direction, and overall success of an area of the company, such as finance, human resources, contract administration, engineering, operations and maintenance, logistics, quality, specific projects/contracts, etc.

Job Order Number (JON): May be used as part of a PCN to designate a specific work instruction.

Master Documentation/Record List (MDRL): A listing of all documentation, data, procedures, and records that affect quality.

Non-Destructive Examination (NDE): An unobtrusive inspection employing techniques that do not render the inspected equipment, machinery, tool, etc., useless and/or out-of-specifications; also referred to as non-destructive testing (NDT).

Procedure: Corporate level, written direction that defines the specific strategy that SBAR employs in performing a task, e.g., quality, and human resources, financial. Procedures give general guidance, and, where applicable, apply throughout all levels of the corporation.

Procedure Control Number (PCN): A unique designator assigned by the QAO for each SBAR procedure/work instruction/checklist.

Quality Assurance Officer/Office (QAO): An individual or section assigned to manage the quality program for a specific SBAR contract, workplace, etc.

Quality Policy: SBAR's overall intentions and direction related to quality as formally expressed by Top Management. The Quality Policy Statement is in writing; it is signed by the President/CEO; and is distributed and enforced throughout SBAR.

Record: Documentation stating results achieved or providing evidence of activities performed. Records provide objective evidence of the fulfillment of specified requirements. Records

include, but are not limited to, procedures, inspection reports, meeting minutes of the Quality Steering Committee, warranties, drawings, design review activities, etc.

Revision: A modification and reissue of a procedure, work instruction, and/or checklist caused by regulatory changes, specific requirements that are no longer necessary, and/or any other reason that questions the validity and usefulness of the document.

Work Instruction (WI): Written details that, when appropriate, state what shall be done and by whom; when, where and how it shall be done; what materials, equipment and documents shall be used; and how it shall be controlled and recorded. WIs will normally be used to implement corporate procedures and/or specific contractual requirements.

4.0 RESPONSIBILITIES

4.1 Corporate Quality Manager

The Corporate Quality Manager is responsible for developing this procedure. Additionally, the Quality Manager:

- Oversees the MDRL program and ensures that the corporate MDRL is posted to the SBAR Web Site.
- Assigns PCNs to each corporate procedure/WI.
- The drafting and publication of interim guidance policy memos on changes to existing processes and procedures (para 5.6).

4.2 Functional Area Managers (FAMs)

FAMs ensure that all procedures, WIs, and checklists for which they are the responsible officials are written/revised in a timely manner in accordance with this procedure.

4.4 Division/Branch/Contract-Level QAOs

These QAOs update their respective MDRLs as needed and post them to their respective local/site servers. They also are responsible for assigning PCNs to their WIs and checklists...

4.5 Web Master

The Web Master posts corporate procedures, WIs, forms, the MDRL, etc., at the Web Site.

5.0 REQUIREMENTS/PROCEDURES

The major elements of the SBAR document control system are depicted in Figures 1, 2, and 3.

Figure 1 – Structure of Quality Management System Documentation

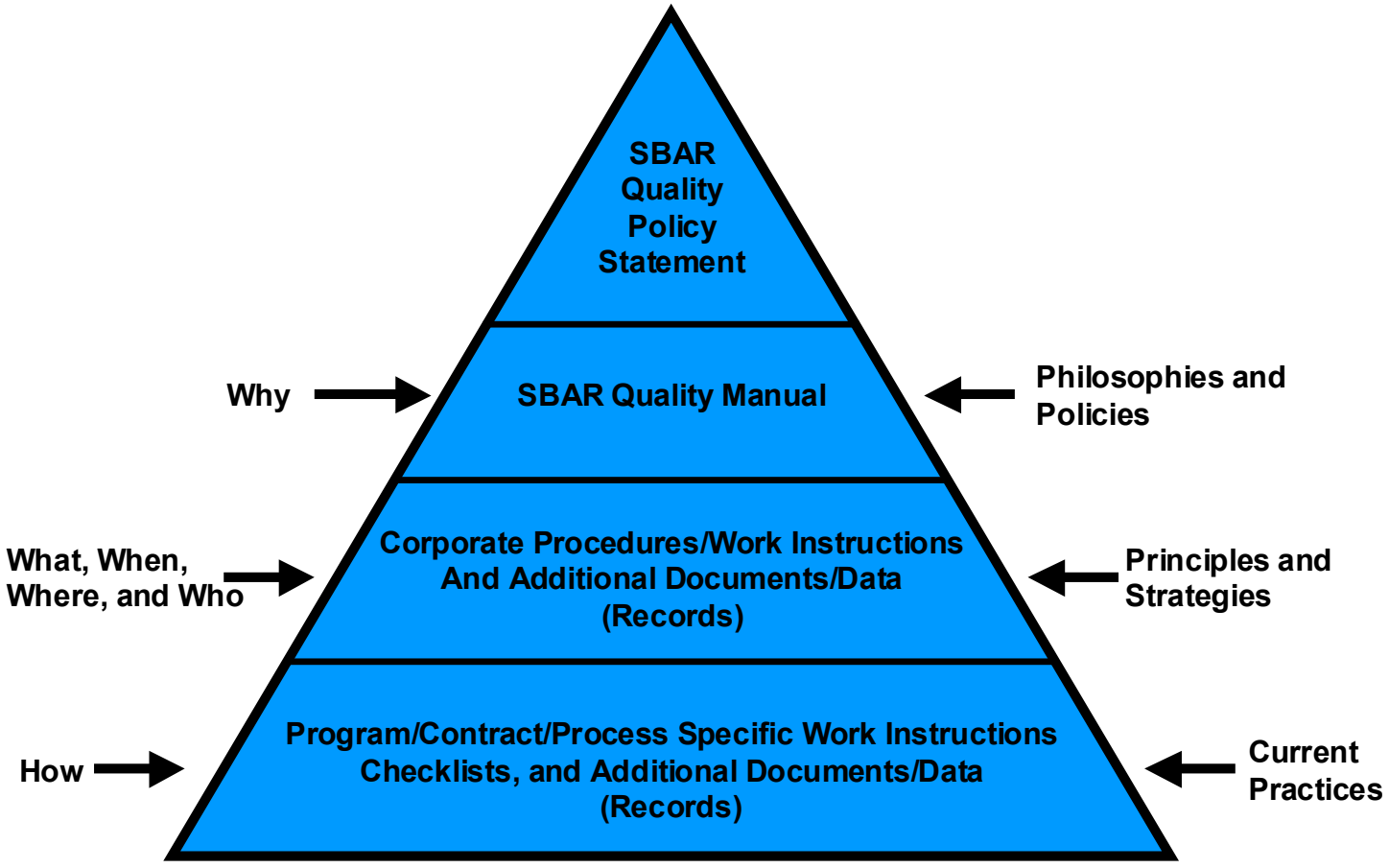
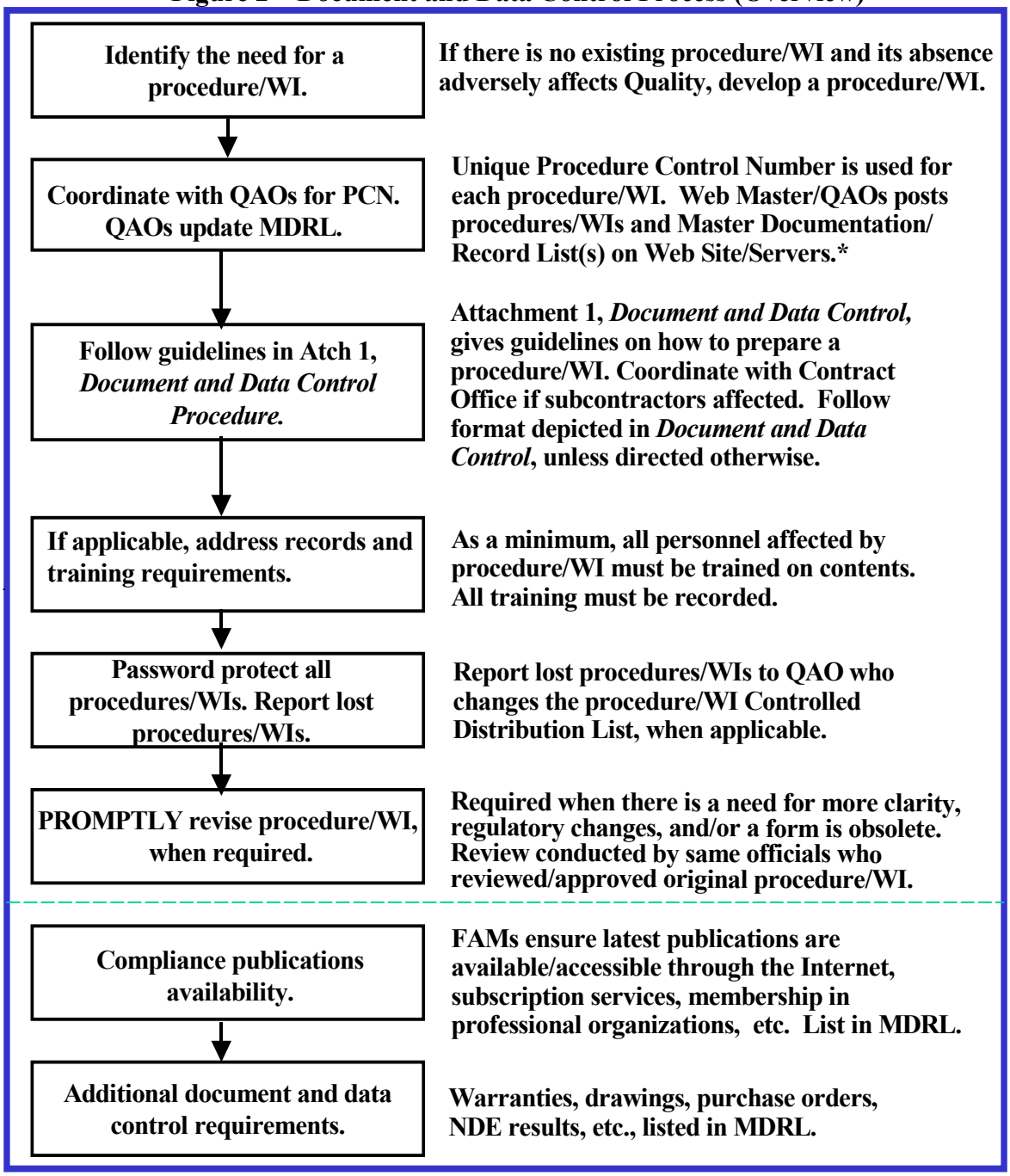


Figure 2 – Document and Data Control Process (Overview)



*NOTE: Only corporate procedures, corporate WIs, and the corporate MDRL are posted on the Web Site. WIs and MDRLs for each operation location are electronically posted and password protected at the local site/server.

Figure 3--Procedure/Work Instruction (WI)/Checklist (CL) Development

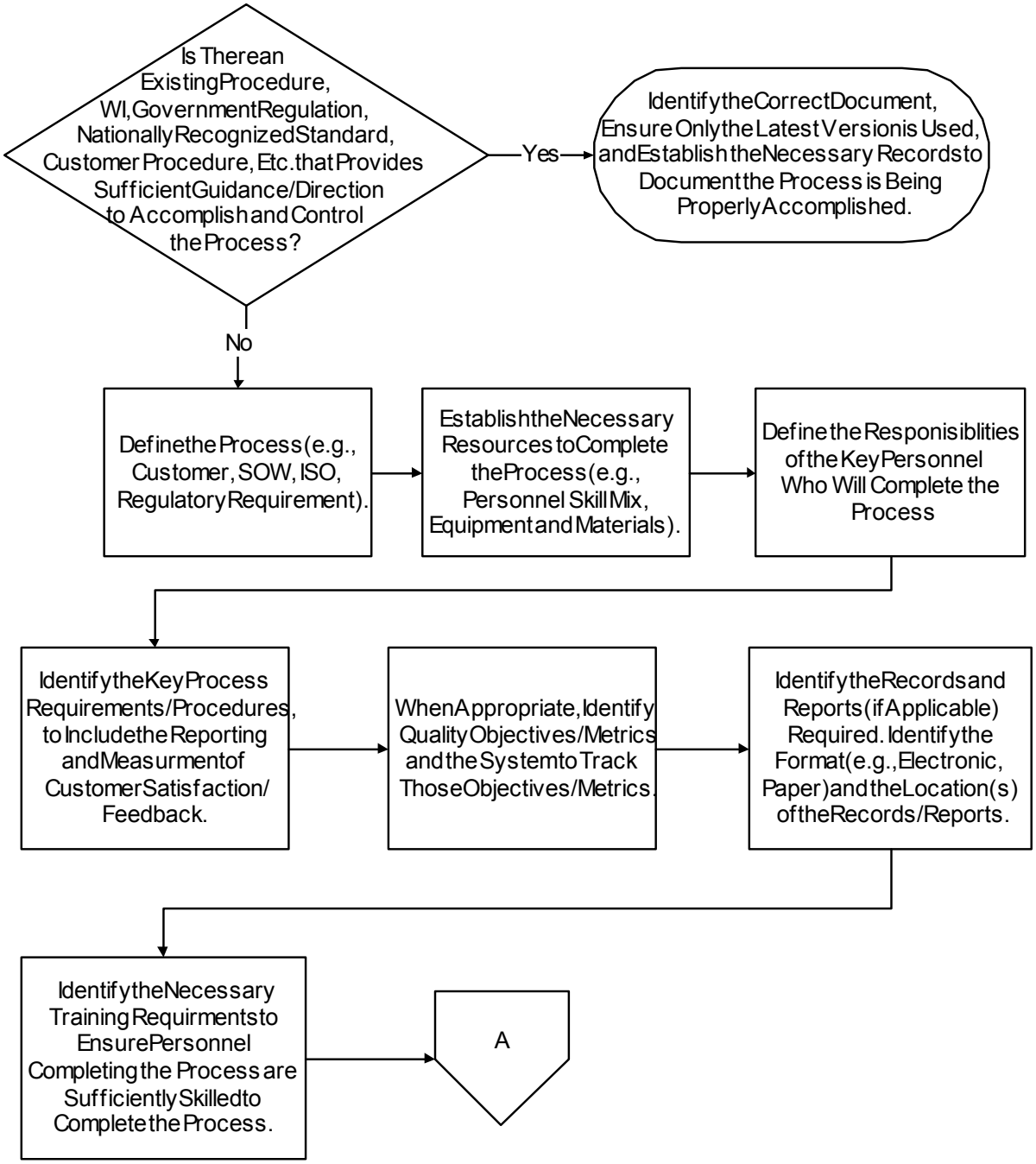
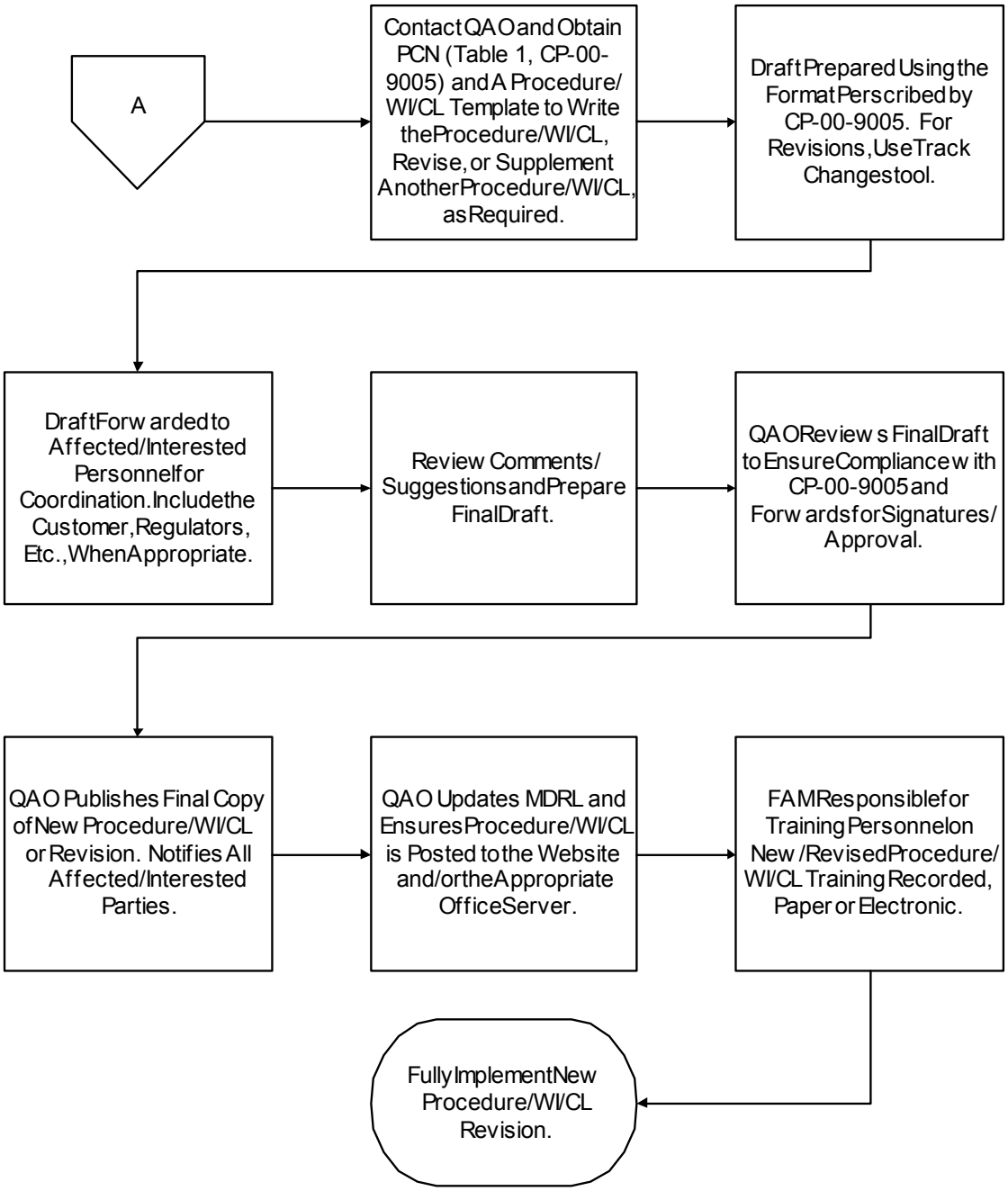


Figure 3--Procedure/Work Instruction (WI)/Checklist (CL) Development (Continued)



5.1 General

All SBAR procedures, WIs, and checklists (CL) are designed to ensure the Quality Policy, as expressed in the SBAR *Quality Manual*, is adhered to and properly documented.

To the maximum extent practicable, SBAR corporate procedures are used at subordinate levels; however, when needed, they are supplemented by WIs or checklists. Additionally, when necessary, subordinate levels publish WIs/CLs that address unique areas and/or issues. Prior to writing a new procedure/WI/CL or revising an existing one, follow the guidelines in Attachment 1, Procedure/W)/CL Development and Revision. Contract and subordinate levels follow the general provisions of this procedure and, if necessary, write their own "Document and Data Control (WI)" that supplements this procedure.

5.2 Written Procedures/WI/CL Format

5.2.1 Procedure/Work Instruction/Checklist Identification System

The Procedure Control Number (PCN) system serves three purposes. First, the PCN system allows for the traceability of SBAR procedures/WIs/CLs to specific ISO 9001 quality requirements and/or corporate policies. Next, the system allows for the control and maintenance of SBAR procedures/WIs/CLs. Third, the PCN system aids managers and supervisors in the rapid development of new procedures/WIs/CLs in the ever-changing business climate.

If a new procedure, WI, or CL is needed, the requestor coordinates the request with their QAO. The QAO ensures that a unique PCN is assigned for each procedure/WI/CL. The subject and numbering system are as follows:

Table 1 – Procedure Control Numbers

Organization (2 digits)	**Last Four of Contract # or JON #** (4 digits)	**Subject** (4-5 digits)	**WI/CL Level** (3 digits)	**Suffix** (3 char.)
CP	00 (Filler)	2000: Personnel Administration	001-999	A-ZZZ
	00 (Filler)	3000: Finance	001-999	A-ZZZ
	00 (Filler)	4000: Procurement and Subcontracting	001-999	A-ZZZ
	1234	5000: Reserved		
	1234	6000: Security	001-999	A-ZZZ
	1234	7000: Safety and Environmental	001-999	A-ZZZ
	1234	8000: Logistics Management	001-999	A-ZZZ
		9000: Quality Program (Process Control)	001-999	A-ZZZ
		10000: Asset Management	001-999	A-ZZZ
		11000: Operations and Maintenance	001-999	A-ZZZ
		12000: Reserved		
		13000: Software (Development and Maintenance)	001-999	A-ZZZ
		14000: Reserved		

Organization Identifier	
CP	Corporate level procedure, WI
AF	Air Force Specific
NV	Navy Specific
MC	Marine Corps Specific
CG	Coast Guard Specific
DE	Department of Energy Specific
CM	Commercial

Contract Number or Job Order Number (JON)

In the PCN system, the "00" is filler for all procedures/WI/CL that are not contract specific. When contract specific, 1234 designation is the last four digits of the contract number/JON for which the instruction was developed.

Table 2 – ISO Subjects

- 9001: Reserved
- 9002: Reserved
- 9003: Contract Review
- 9004: Design and Development Control (Engineering)
- 9005: Document and Data Control
- 9006: Reserved
- 9007: Customer Property
- 9008: Product ID, Traceability, and Configuration Management
- 9009: Process Control
- 9010: Inspection and Testing
- 9011: Control of Inspection, Measuring, and Test Equipment (IMTE)
- 9012: Inspection and Test Status
- 9013/14: Nonconformances, Preventive Actions/Corrective Actions
- 9015: Handling, Storage, Packaging, Preservation, and Delivery (HSPPD)
- 9016: Control of Quality Records
- 9017: Internal Quality Audits
- 9018: Training
- 9019: Servicing
- 9020: Measurement and Analysis (Statistics, etc.)

Subjects, not specifically referenced in Table 1 or Table 2 above, are controlled under 9009 as a process in accordance with SBAR Process *Control Procedure (CP-00-9009)*. Additionally, the first number of a series is normally the primary directive in that particular subject.

The Work Instruction/Checklist Level is used for WIs/CLs only, at all levels of the Corporation.

Suffixes are optional and are used to further delineate and control a WI/CL.

Examples of PCNs include:

- The PCN for the SBAR personnel procedure is CP-00-2000.
- The PCN for the LO&SC personnel WI is AF-0014-2000-001.
- The PCN AF-00-8000 is used for the Air Force logistics WI for all Air Force contracts.

- The PCN for the SBAR training procedure is CP-00-9018.
- The PCN for configuration management on a specific Navy contract is NV-1234-9008-001.
- The PCN for the maintenance of Battery Rooms # 1 and 2 at Bldg 8510, maintained by the LO&SC, would be AF-0014-11001-005-A and AF-0014-11001-005-B, respectively.

5.2.2 Master Documentation/Record List (MDRL)

The Web Master maintains the corporate MDRL at the Web Site while the QAOs maintain an MDRL for their area of responsibility on their local server. MDRLs contain the following types of information:

- Document/Data name and SBAR agency responsible for the record
- Control number, if applicable (PCN required for all procedures/WIs/CLs)
- Date of last revision, if applicable (required for all procedures/WIs/CLs)
- Revision number, if applicable (required for all procedures/WIs/CLs)
- Record retention period
- Location of record copy (i.e., Web Site or DMCL/sub-library)
- Record format (electronic or paper)
- [For forms] Procedure/WI/CL (internal or external) that authorizes a form's use
- Remarks
- Other appropriate information.

(**NOTE**: The controlling QAO establishes the specific format for each MDRL that assures the necessary control of documents and data.)

5.2.3 Controlled Distribution List

ISO 9001, Element 4.2.3 requires strict control over all documentation to ensure that only authorized and current procedures are used. Extra copies, not authorized by the document or Controlled distribution List, are prohibited by ISO 9001. Therefore, the following concepts are used:

- Master copies of procedures/WIs/CLs are in electronic, "read only" format and are easily accessible by potential users. Additionally, they are password protected.. SBAR personnel who have electronic access to procedures/WIs/CLs are not

authorized paper copies unless otherwise approved on the Controlled Distribution List.

- In order to ensure electronic copies are "available at all locations," corporate level copies are maintained at the SBAR Web Site, while contract specific electronic copies are maintained on the local server, respectively. (**NOTE:** Access to the web site and various servers are controlled via passwords and/or other methods.)

  - Anytime there is a change to a corporate procedure/WI/CL/form, or a new document is published, the Quality Manager and Web Master work together to notify the various QAOs and affected personnel of the changes. Further, the QAOs pass this information onto their staffs. (**NOTE:** QAOs ensure affected personnel are notified when there has been a new or revised WI/CL/form added to their respective server.)

- If paper copies are needed, they are annotated on the Controlled Distribution List and either:
  - Assigned to a specific custodian who receipts for the copy, or
  - Placed in a binder that is signed for and controlled by a specific custodian.
  - In some cases, personnel with computers may not have assured access to the Web Site/local server (e.g., poor telephone lines, new contract) or for some other reason(s) they need paper copies not listed on a Controlled Distribution List. When these situations arise, the Quality Manager or QAO gives written authorization for these additional paper copies and specifies the controls to be taken to ensure only the latest documents are being utilized.

- In case were an uncontrolled copy of a procedure/WI/CL is required, the following or similar statement is prominently affixed to the electronic/paper copy:

"REFERENCE ONLY! DESTROY WHEN NO LONGER NEEDED."

Uncontrolled copies are only authorized when requested by a customer or regulator, for a specific audit, and/or when the procedure/WI/CL is under revision.

See the Controlled Distribution List, this document, for the proper format.

5.2.4 Procedure/WI/CL Protection

Procedures/WIs/CL are password protected, converted to a PDF file, or some other means is employed to ensure there are no unauthorized document changes. Passwords have a

minimum of eight alphanumeric characters plus at least one special character (e.g. "*"). To protect against password loss, passwords are kept in a secure place (e.g., a safe) in such a manner that only an authorized individual can retrieve them. Further, backup disks (e.g., floppies and Zip™ disks) are also protected. Additionally, copy custodians are required to ensure there are no unauthorized reproductions of procedures/WIs/CLs.

5.2.5 Procedure/WI/CL Loss or Destruction

The loss or destruction of a paper copy of a procedure/WI/CL is immediately reported to the appropriate QAO. If the copy cannot be found or it is unreadable, the QAO issues another copy.

5.2.6 Revisions

Revisions are promptly issued when there is a need for more clarity, regulatory changes, and/or a change is needed to a specific portion of a procedure/WI/CL (e.g., a form required by the procedure/WI/CL needs changing). Procedures/WIs/CLs are reviewed and approved by the same officials who reviewed and approved the original procedure, "…unless specifically designated otherwise." See Attachment 1, Procedure/WI/CL Development and Revision, for guidelines.

The "prepared by" individual forwards the proposed revision with changes highlighted using the "Track Changes" feature under "Tools" in Microsoft Word. The reviewer(s) and approval authority edits the proposed revision and then the approving official signs the procedure/WI/CL electronically (header section). Changes to the previous version are identified by a "change bar" located in the right hand margin (see the margin of this paragraph for a sample change bar). Next, before issuing a revision, contact the Web Master or QAO, as appropriate, to update the applicable MDRL. Additionally, the Web Master or QAO ensures the revision is promptly posted to the Web Site or server, as appropriate.

(**NOTE:** Affected personnel are trained on all revisions, either via e-mail and/or a formal training session for which a training roster/record is prepared.)

The QAO or procedure/WI/CL author then informs (e.g., by E-mail) all interested users that the procedure/WI/CL/form in question has been revised. The QAO/author is responsible for ensuring that previous paper versions are recalled/removed from use and that the new revision is issued in accordance with the Controlled Distribution List. Finally, if a record of previous versions of a procedure/WI/CL/form is needed, the electronic/paper copy maintained is marked "**OBSOLETE**."

5.2.7 Procedure/WI Format

The basic format depicted in this procedure is used for all SBAR procedures and WIs, unless the customer requires another format. (**NOTE**: The SBAR *Quality Manual* has its own format.) The base font is 12-point, Times New Roman. Further, this format can be modified to fit specific procedures/WIs when warranted. Additionally, procedures/WIs using a previously authorized format are "grandfathered" and do not require a reissue for format; however, for new procedures/WIs, the latest format depicted in this procedure is used. The format for procedures/WIs is also located at the Web Site as a template.

A brief description of the key elements of procedure/WI format follows:

- Header: Contains the procedure/WI number, signature of the approving official, procedure date, title or name of the procedure, revision ("NC" for the first version of the procedure and number revisions A, B, etc., thereafter), and page number. For procedures, the header reads "Quality Assurance Procedure" and for work instructions, the header reads "Quality Assurance Work Instruction."
- Footer: Footers contain the copyright statement depicted in the footer of this procedure.
- Policy/Purpose: The policy/purpose statement contains the SBAR policy concerning the subject/area being addressed by the procedure or WI. The purpose explains why the procedure/WI is necessary. See the Policy/Purpose statement of this procedure for a sample.
- Scope: Scope defines who or what the procedure/WI pertains to and can usually be stated in one or two sentences.
- References: List all "…pertinent background information…" researched to develop and publish the procedure/WI including relevant ISO 9001 elements; statements of work; federal, national, state, and/or local regulations and standards; etc.
- Definitions: Self-explanatory.
- Responsibilities: List the agency (i.e., the author) responsible for the procedure/WI and any other individual, office, etc., who has specific requirements to fulfill in accordance with the procedure/WI.
- Requirements/Procedures: Explain the activity; what will be done and by whom; when, where, and how it shall be done; what materials, equipment, and documents will be used; applicable quality control requirements; how the activity will be recorded; training requirements, etc.

- Process Flow Diagram: Required for all procedures/WIs when there is a complicated processes or where coordination is required between functional areas or agencies outside SBAR. See Figures 1, 2, and 3 for examples.
- Forms: Forms contain the SBAR logo and the name of the form across the top. In the lower right hand corner is the revision status (e.g., NC, A, B, etc.) and the date of the form. The SBAR Web Site has the form template. See Figure 4, Form Sample Format.
- Tables: Self-explanatory.
- Attachments: Self-explanatory.
- Preparation, Review, and Approval Officials: For corporate level procedures, the SBAR Senior Vice President is the approving official. For division/branch, contract, and lower levels, the approving official is the FAM with responsibility for the activity/process being described.
- Controlled Distribution List: The "Master" copy is electronic and is the responsibility of the agency responsible for the procedure/WI. The next line is "Copies," which corresponds to the SBAR Web Site, local server, etc. Additionally, if paper copies are needed, they are then numbered in the blocks below with the corresponding copy custodian identified. [**NOTE:** Copy custodians sign for their paper copies, and a record of their signature is maintained by the applicable QAO that issued the paper.]

5.2.8 Checklist (CL) Format

Checklist format is at the discretion of the appropriate program manager, FAM, QAO, and customer (if appropriate). The base font is 12-point, Times New Roman, and checklists may be in a "Yes/No/NA" format or whatever format that effectively communicates the "who, when, where, and how" of the process in question. However, as a minimum, SBAR checklists have a header on each page. See below for a sample header.

SBAR QUALITY ASSURANCE PREVENTIVE MAINTENACE INSTRUCTION (PMI)	AF-0014-11001-216	
	Date: 16 March 2004	
Title: Air Conditioner (Bldg #1)	Rev N/C	Page 1 of 4

Again, the title, PCN, date, and revision status are controlled by the appropriate procedure, WI, and/or MDRL.

Footers are also required with the copyright statement. See the copyright statement in the footer of this procedure.

5.2.9 Records

When applicable, procedures/WIs/CLs address what records are to be maintained, what format they are maintained in (e.g., electronic, paper), where they are to be maintained, etc. Records are maintained in accordance with ISO 9001 Element 4.2.4 and SBAR *Control of Quality Records Procedure (CP-00-9016)*. Additionally, records (i.e., documentation/data) remain legible and are readily identifiable.

5.2.10 Training

The agency responsible for a procedure/WI/CL ensures that all affected personnel are trained on the contents of the procedure/WI/CL and that this training is documented via e-mail or in a formal training session for which a training roster/record is prepared. See ISO 9001, Element 6.2.2 and SBAR *Training Procedure (CP-00-9018)*. When appropriate, the procedure/WI/CL identifies any additional training requirements levied by the procedure/WI/CL.

5.3 Subcontractor Procedures/WIs/CLs

When appropriate, the applicable SBAR contract office and QAO review and approve subcontractor procedures/WIs/CLs that affect quality. This is handled best when the QAO clearly identifies to the contracting office what procedures/WIs/CLs the subcontractor is to produce IAW SBAR *Process Control Procedure (CP-00-9009)*. The subcontractor's procedure/WI/CL does not have to be in the same format as this procedure; however, the contract office and QAO must ensure all relevant subclauses in ISO 9001, Elements 4.2.3, 6.3, 6.4, 7.5.1, 7.5.2, etc. are met. Further, a record of this review is made and retained.

5.4 Compliance Publications

FAMs ensure their areas have the latest compliance publications available and accessible at the required working level. This is accomplished via Internet search, subscription services, membership in professional organizations, etc. Compliance publications include, but are not limited to, federal, national, state, and/or local regulations and standards. They are listed on the appropriate MDRL.

5.5 Additional Document and Data Control Requirements

In addition to procedures/WIs/CLs, SBAR ensures that other documents and data affecting quality are also controlled. Examples, include, but are not limited to warranties,

drawings, purchase orders, NDE results, etc. They are also listed on the MDRL. Finally, when obsolete documents and/or data are retained for historical purposes, they are identified as **"OBSOLETE"** and are maintained at the Web Site/local server or, for paper copies, a DMCL.

5.6 Promulgation of Interim Guidance on Processes and Procedures

From time to time it may be necessary to provide interim guidance that clarifies, supplements, or changes information presented in written corporate procedures and WIs. In these instances, the SBAR President/CEO issues policy memos that clearly provide guidance or direction, delineate the purpose of the guidance or direction, define its scope, and identify the persons and/or organizations that are affected. These policy memorandums are identified by unique numbers and have, attached to them, a list of all current policy memorandums. Guidance that is provided by these memorandums remain in effect until the issuer rescinds it or it is incorporated in a written Procedure or Work Instruction.

The format of the memos and the numbering scheme is left to the discretion of the President/CEO and the Quality Manager, as long as the identifying numbering system is sequential. This allows identification of which memos are current, which are rescinded, and which may be missing form the users file.

5.7 Documentation of External Origin

Documentation of external origin includes, but is not limited to:

- Regulatory rules/regulations (e.g., OSHA, EPA, DOT, Air Force instructions, Coast Guard)
- Recognized international/national standards (e.g., ISO, ANSI, ASME, ABS)
- Externally generated drawings (e.g., facility reference)
- Vendor maintenance and repair manuals (e.g., a generator operations and maintenance manual)

If any of the above affects quality, they are listed on and controlled by the appropriate MDRL. If external documents are used for reference only, they are separated physically, by marking as "Reference Only" or "Reference Documentation," or similar manner. Listing on the MDRL is optional.

Figure 4 – Form Sample Format

NAME OF FORM

Page # of #

XXXXXXXXXXXX

YYY YYYY YYYYY

ZZZZ ZZZZZZZZZZ

REV N/C
12/03

(NOTE: Forms are templates located at the SBAR Web Site or local site/server, as appropriate.)

Attachment 1 – Procedure/WI/CL Development and Revision

1. Identify all processes that affect quality. If the absence of a procedure/WI/CL could adversely affect quality, a procedure/WI/CL is required.

2. Research applicable directives that affect the process in question. Research includes, but is not limited to, a review of:

- Federal, state, and local government regulatory requirements
- National standards and codes, such as ANSI, ASME, NFPA, etc.
- Specific contract statements of work
- Specific quality plans and requirements
- Permit conditions (e.g., air pollution control district permits to operate)

3. Consult MDRL for flow-down requirements (see Figure 1, Structure of Quality Management System Documentation).

4. If a higher-level procedure exists and adequately addresses your process, then use it. For example, this procedure can be used for most SBAR organizations to control procedures, WIs, CLs, and other forms of documentation and data.

5. If a higher-level procedure exists, but requires specific issues to be addressed, write a WI/CL to supplement that procedure. List the procedure in the reference section, paragraph 3.1, and only address those areas not specifically covered in the procedure. Obtain a PCN from the applicable SBAR QAO.

6. If there is no higher-level procedure to address your process, then write a standalone procedure, WI, or CL, as appropriate. The applicable SBAR QAO assigns the PCN.

7. Analyze requirements and define the process. Consider the following (ISO 9001, Element 5.4.1, 6.3, 6.4, 7.5.1, 7.5.2, 8.2.4, etc.), when applicable, and include in your procedure/WI/CL:

Manner of production, installation, and servicing, where the absence of such could adversely affect quality

Listing of suitable production, installation and servicing equipment, and a suitable working environment

Compliance with reference standards/codes, quality plans, and/or directives

Monitoring and control of suitable process parameters and product characteristics

The approval of processes and equipment, as appropriate

Criteria for workmanship which shall be stipulated in the clearest practical manner

Suitable maintenance of equipment to ensure continuing process capability

- Infrastructure and work environment
- Monitor and measure product characteristics to verify that product requirements have been meet.
- Establishment and measurement of quality objectives associated with the product/process.

Other factors not covered above that affect quality.

8. Review and approve revisions by the same functions/organizations that performed the original approval/review, unless specifically designated otherwise.

9. Draft procedure/WI/CL or revision and forward to the individuals listed under "Preparation, Review, and Approval Officials." (NOTE: If a checklist is being written/revised and there is no Preparation, Review, and Approval Officials page, coordination/approval is accomplished via e-mail.) These personnel perform both a technical and editorial review. Use the "Track Changes" section of the "Tools" feature of Microsoft Word for comments/review. Establish suspense/due dates for these reviews.

10. The approval process includes:

The approval official accepts/rejects the reviewer(s) comments and suggestions.

The approval official electronically signs the "Approved" block in the header and forwards the approved version to the Web Master or QAO, who posts it on the Web Site or local/site server (as appropriate) and updates the MDRL. (NOTE: If there are no "signature" blocks on the checklist, then approval is controlled via e-mail. This e-mail is retained as a record.)

11. The author of the procedure/WI/CL e-mails all interested parties that a new or revised procedure/WI/CL has been posted on the Web Site or local/site server along with a brief description of what the procedure/WI/CL entails.

PREPARATION, REVIEW, AND APPROVAL OFFICIALS

Prepared By:

R. W. Stone
Lead Auditor

Reviewed By:

M. T. Schmoll
Quality Manager

Approved By:

Grace Vaswani
President/CEO

CONTROLLED DISTRIBUTION LIST

Copy No.	**Copy Custodian**
Master (Electronic)	Quality Manager
Copies	Web Site/Various Office Servers