

PUBLISHING SERVICES SUB-DIVISION

**QUALITY ASSURANCE INSTRUCTIONS
PSS-01 Document Changes**

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1.0 PURPOSE

- 1.1 The purpose of this document is to describe the process utilized to control quality documentation.

2.0 SCOPE

- 2.1 The scope of this document is to provide all employees and clients of ESSInfo Publishing Services a method to revise and improve quality documentation.

3.0 RESPONSIBILITIES

- 3.1 All Publishing Services Subdivision employees are responsible for having a working knowledge of this QAI.
- 3.2 The Quality Management Representative is responsible for informing the Quality Council about DCR activities when required.
- 3.3 The Lead Reviewer and/or his representative are responsible to compile and submit all DCRs rose during an Internal Review through a Document Change Request form.
- 3.4 The Quality Council is responsible to take action over unresolved DCRs.
- 3.5 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.
- 3.6 The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.
- 3.7 ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the Quality Management Representative, Production Coordinator, and Head Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a Document Change Request or Quality System Improvement Request.

4.0 INSTRUCTIONS

4.1 GENERAL

- All employees or clients of the Publishing Services Subdivision may request a change/improvement to a document by initiating a Document Change Request (DCR).
- A DCR may also be the result of non-conformances or observations issued during internal and/or external reviews (audits). In these situations, the Lead Auditor or the Quality Management Representative (QMR) will initiate the DCR.
- The Internal Reviewers will compile DCRs raised during Internal Reviews and provide a copy to the Lead Reviewer.
- DCRs should not be submitted for spelling and grammatical errors. However, notify the QMR by email so necessary steps to update these documents can be made.
- DCRs are controlled utilising a Document Change Request form. This form is an on-line PDF document linked to a database. It can be accessed from the Publishing Services Subdivision website.
- The information of each DCR that is filled out on-line is automatically entered into a database with a tracking number and forwarded to the QMR. Each time the DCR is accessed by the applicable personnel responsible for the next section, it automatically enters the information into the database and forwards it the next person until the DCR is completed.
- Any DCR requested without using the on-line PDF version will be accepted by the QMR who will transfer the information to the online PDF form in behalf of the originator so all information is in the database.
- The Document Change Request form is divided into 5 sections. The description of each section follows.

4.2 SECTION 1 –SUBMISSION

- The originator (employees or clients) will fill only section 1 of the DCR. The originator will supply the requested information as indicated on the form.
- The originator completes SECTION 1 of the DCR as follows:
 - Submitted by: *Originator's name*
 - Date submitted: *Current date mm/dd/yyyy*
 - Document name: *e.g. QAI CSS-02 Geological Map/Poster Production*
Note that all controlled Quality Documentation could be changed such as the Quality Policy Manual (QPM), Quality Assurance Instructions (QAI), Quality Assurance Forms, GSC Cartographic Design Specifications, GSC Cartographic Digital Standards, and the Quality Control Checklist.
 - Document version: *Version 2.0*
 - Version date: *mm/dd/yyyy*
 - Item to be changed: *e.g. Process 4.6 SURROUND INFORMATION*
Explain what should be edited or changed.
 - Reason for change: *e.g. From Internal Review? or Missing information? or Instructions aren't clear?*
- Upon completion of section 1, the DCR will be forwarded to the QMR. Supporting information (if required) should be supplied to the QMR as well.

4.3 SECTION 2 –ANALYSIS

- The QMR receives SECTION 1 of the DCR including any supporting information (if required).
- The QMR completes SECTION 2 of the DCR as follows:
 - Analyzed by: *QMR Name*
 - Date analyzed: *Current date mm/dd/yyyy*
 - Implementation: *The QMR will suggest an implementation path to follow*
 - Other affected documents: *The QMR will list all other affected documents*
 - Document Owner: *The QMR will forward the DCR the to owner responsible for the document.*
- Each Quality Assurance document has an owner. The manager of the affected service is the owner of the document. Each owner is identified on the Document Change Request Form or can be designated by the Quality Council.
- Upon completion of section 2, the DCR and supporting information will be forwarded to the document owner.

4.4 SECTION 3 –ACTION

- The owner/designated manager completes SECTION 3 of the DCR as follows:
 - Completed by: *Owner's Name*
 - Date completed: *Current date mm/dd/yyyy*
 - Treatments: *Description of the action or treatment performed by the owner/designated manager of the document*
- A check box will indicate that the owner has supplemental information supporting the action or treatment on file in the QMR's office.

APPROVAL PROCESS (Ref. Flow Chart on last page of this QAI)

4.4.1 APPROVAL

- The owner approves or rejects the DCR.
- The owner may forward recommendations to the Quality Council for approval if it is beyond the owner's current activities or requires other resources.
- Any supplemental documentation is forwarded to the QMR.

4.4.2 RECOMMENDATIONS

- The owner of the affected document reviews the proposed changes and analyses all affected areas. The owner may designate an employee or a team to assist in making recommendations.

4.4.3 REJECT DCR

- The owner of the affected document may reject the DCR. Reasons for rejection must be indicated on the DCR under Section 3, Treatments.
- The DCR may be rejected during a Quality Council meeting. Reasons for rejection must be indicated on the DCR under Section 3, Treatments by the QMR.

4.4.4 QUALITY COUNCIL

- All DCRs that are forwarded to the Quality Council may be approved, rejected or modified during Quality Council meetings.

4.4.5 MODIFICATION TO RECOMMENDATIONS

- The Quality Council may modify the owner's recommendations (if applicable).

4.4.6 WRITER

- The owner (assisted by QMR or designated employee) writes the recommended changes in a format ready to be inserted into the affected document. If the writer is not the owner, then new text is forwarded to the owner for approval.

4.5 SECTION 4 – WEB ENABLE

- The Cartographic Applications Specialist or designated Webmaster completes SECTION 4 of the DCR as follows:
 - Web enabled by: *Webmaster name*
 - Date enabled: *Current date mm/dd/yyyy*
- After approval, the Cartographic Application Specialist or authorized Webmaster updates the changes to the Quality Documentation on the Publishing Services Subdivision website.
- User will be notified of changes once the corrected documentation is available on the Publishing Services Subdivision website.

4.6 SECTION 5 – INTERNAL REVIEW FOLLOW-UP

- The Lead Reviewer, Internal Reviewer or designated representative completes SECTION 5 of the DCR as follows:
 - Reviewed by: *Reviewer name*
 - Date reviewed: *Current date mm/dd/yyyy*
 - Status: *Satisfactorily closed or Additional action required*
 - Comments: *Reviewer may comment on the additional actions required*
- If any additional actions are required, the DCR will still be active and closed during the following internal review.

5.0 REFERENCES

- Document Change Request (DCR)
- Quality System Improvement Request (NCR)
- Publishing Services Subdivision website

6.0 WORKFLOW CHART

