




REPUBLIC OF THE PHILIPPINES  
METROPOLITAN NAGA WATER DISTRICT  
40 J. MIRANDA AVENUE, NAGA CITY

# OFFICE OF THE GENERAL MANAGER

## PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

**(QMP02) CONTROL OF DOCUMENTED INFORMATION**

	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017
		Page No.:	Page 1 of 7


**Revision Status**

This list identifies the revisions made in this section. The date refers to the date this section was made effective and implemented and not to the date the document was signed or printed.

Rev. No.	Pages	Details	Date of Issuance and Effectivity
00	All	First issuance / release of procedure	13Mar2017

Prepared by:	Reviewed by:	Approved by:
Gilbert V. Eleazar Assistant QMS Leader	Vicente Aniceto D. Rubio QMS Leader	Virginia I. Nero Acting General Manager

Metropolitan Naga Water District Quality Management System

	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017
		Page No.:	Page 2 of 7

## 1. PURPOSE

The procedure outlines the methods for control of documented information to ensure that latest revision of the documents are available to the users.

## 2. SCOPE

Applicable to all documented information related to MNWD quality management system generated from both internal and external sources.

## 3. INPUT

Newly created or revised documents and document control request.

## 4. RESPONSIBILITIES

- Document Controller is the over-all person responsible for the control and implementation of the control of documented information procedure.
- Respective End-Users are responsible in the control of retained documented information or records.

## 5. CRITERIA

### 5.1. CREATION AND REVISION OF DOCUMENT SHALL


- Have an approved document control request from approving authority.
- Follow MNWD Document Standards

### 5.2. PREPARATION AND APPROVAL OF DOCUMENTED INFORMATION

- The level of authority for the preparation, review, approval and issuance for various documents is as follows:

Documented Information	Preparation	Review	Approval	Issuance
Quality manual, quality management manual procedures and work instruction manual including forms, exhibit and references.	ISO team member	ISO Head	General Manager	Document Controller
Division manual which includes procedures, forms, exhibits and references	Division personnel	Section Head	Division Manager	

### 5.3. IDENTIFICATION OF DOCUMENTED INFORMATION


	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017
		Page No.:	Page 3 of 7

- All internal documented information such as quality manuals, procedures, forms should have a document code/reference number, revision number, page number, document name. Thus, each document has a unique identification.
- For Internal Procedures, a Revision Status Page is placed at the start of each procedure documenting the revision history of the procedure. The revisions are numbered using whole numbers e.g. Rev. 0, 1, 2, 3. All pages are re-issued for each revision.
- For Internal Forms, Exhibits, and References, the Revision Number and Date are shown at the upper portion of the document together with the Document Code.

#### 5.4.DOCUMENT NUMBERING SYSTEM

- The standard coding for documented information is **DDT##** where:

Code	Description	Legend
DD	MNWD Division	<ul style="list-style-type: none"> <li>• <b>QM</b> – Quality Management which includes quality management documented information such as quality manual, control of documented information, internal quality audit, management review, etc.</li> <li>• <b>OGM</b> – Office of the General Manager which includes Information and Communication Technology, Public Relation and Internal Audit documented information.</li> <li>• <b>ASD</b> - Administrative Services Department which includes Administrative /General Services, Materials and Supply Management and Human Resource related documented information</li> <li>• <b>PD</b> – Production Department which includes Water Quality and Water Production and Electro-Mechanical related documented information</li> <li>• <b>EED</b> – Engineering and Environmental Department which includes Environment and Water Resource and Planning, Design and Construction related documented information.</li> <li>• <b>FD</b> – Finance Department which includes Accounting Division and Treasury and Budget related documented information</li> <li>• <b>CSD</b> – Commercial Services Department which includes Customer Services and Customer Accounts related documented information</li> <li>• <b>PAMD</b> – Pipeline and Appurtenances Maintenance Department which includes Water Distribution and Restoration and Pipeline Leakage Control and Non-Revenue Water Management related documented information</li> </ul>
T	Type of document	<ul style="list-style-type: none"> <li>• <b>Q</b> – Quality Manual</li> <li>• <b>P</b> – Procedures</li> </ul>

	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017
		Page No.:	Page 4 of 7

		<ul style="list-style-type: none"> <li>• <b>W</b> – Work Instructions</li> <li>• <b>F</b> – Forms</li> <li>• <b>E</b> – External origin</li> <li>• <b>R</b> – References</li> <li>• <b>O</b> – Objectives, Targets and Programs</li> </ul>
##	Document number	Two digits starting from 01 up to 99, if any

### 5.5.ISSUANCE AND DISTRIBUTION

- Records of distributions of all documents, which shows the current issue status and revision status of the documents with records of distributions are listed in the Document Control Master List.
- The Document Controller retains the original copy of the approved document and stamped on each page with “MASTER COPY”.
- Additional hard copy for distribution is marked/stamped with “CONTROLLED COPY” on each page of the document.
- Electronic copy of documents shall have the approved file type:

<b>Type of document</b>	<b>File type</b>
Manual, policy, procedures, work instructions, reference, Objectives, Targets, Programs	PDF
Forms	Word or Excel


- Document are issued on the date of their affectivity, at the same time superseded versions of the said documents are retrieved.

### 5.6.DOCUMENTS OF EXTERNAL ORIGIN

- Shall use document code of external origin, if any. Date refers to the publication year or issuance date of external documented information shall also be retained and followed.

### 5.7.OBSOLETE DOCUMENTED INFORMATION

- Obsolete documents refer to documented information which have been revised and superseded, or to those which are cancelled or not in use.

	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>		
	<b>PROCEDURE</b>	Revision No.:	0	
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017	
		Page No.:	Page 5 of 7	

- For Revised or Superseded – these are marked “OBSOLETE” with one copy retained and filed in the Superseded Document Folder,
- For “Not In Use” – these are marked “NOT IN USE” with one copy retained and filed in the Retained Documents Folder
- Master copies of obsolete documents are retained for at least one year from the date of revision and disposed according to procedures and guidelines of the National Archives of the Philippines (NAP). The remaining copies of either documents/procedures may be recycled as scratch paper or disposed after “crossing” the page or marking them with “superseded”.
- Cancelled or procedures/documents “not in use” may be re-issued if necessary.

## **5.8.CONTROL OF DOCUMENTED INFORMATION STORED IN ELECTRONIC MEDIA**

- Utmost care shall be taken while storing data in electronic media.
- Only authorized users shall be allowed to use the data.
- Wherever possible, data shall be protected by providing passwords.
- Regular back up shall be taken to avoid data loss / damage / corrupted.

## **6. PROCESS FLOW**

**6.1.**Process owner staff initiates creation or revision of documents. Submit the draft documents and completely filled out document control request to ISO head/Section Head for review.


**6.2.**ISO Head/Section Head reviews the document

- 6.2.1. *If acceptable*, endorsed the document to General Manager/Division Manager by signing on the approval page of the procedure and document control request form.
- 6.2.2. *If not acceptable*, returns the document to process owner for revision.

**6.3.**General Manager/Division Manager review the document

- 6.3.1. *If acceptable*, approves the document by signing on the approval page of the procedure and the document control request form then return to the process owner.
- 6.3.2. *If not acceptable*, returns the document to process owner for revision.

**6.4.**Process owner forwards the approved documents to the Document Controller.

	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>	Effectivity Date:	March 2017
		Page No.:	Page 6 of 7

**6.5.** Document Controller checks compliance of the submitted documents.

6.5.1. *If acceptable*, proceeds to letter *f*.

6.5.2. *If not acceptable*, returns document to process owner with reason for return.

**6.6.** Document Controller checks compliance of submitted documents.

**6.7.** Document Controller stamps the approved hardcopy of documents with “MASTERCOPY” then generate soft copy of document for electronic access.

**6.8.** If the request is for revised document, Document Controller

6.8.1. Secures controlled copy of previous version of document

6.8.2. Marks all pages with “Obsolete” and file in the “Obsolete” document folder.

**6.9.** If the request is to no longer use the document, all pages are marked “NOT IN USE” then file in the “NOT IN USE” document folder.

**6.10.** Document Controller distributes controlled hardcopy per approved distribution list.

**6.11.** Document Controller updates documents master list.

**6.12.** Document Controller uploads the documents for electronic access. Apply security controls to ensure that only authorized personnel can make changes.

**6.13.** Document Controller notifies interested parties of the approved document and network location of the master electronic controlled version. Communication shall include the nature of change, the effectivity date, document control number and revision number.

## **7. OUTPUT**


- Controlled internal and external documented information

## **8. RELATED RISK**

- Use of uncontrolled forms

## **9. RELATED FORMS**

- Document Control Request Form

	<b>METROPOLITAN NAGA WATER DISTRICT</b>		Document Code: <b>QMP02</b>	
	<b>PROCEDURE</b>		Revision No.:	0
	<b>CONTROL OF DOCUMENTED INFORMATION</b>		Effectivity Date:	March 2017
			Page No.:	Page <b>7</b> of <b>7</b>

- Document Master List