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1.0 PURPOSE

1.1 The purpose of this procedure is to describe the system to control all documents and data within the **Authority**.

2.0 SCOPE

2.1 This procedure shall apply to all members of the **Authority** who are responsible for document and data control. The Quality Management Representative is responsible for maintenance and control of quality system documentation.

3.0 PROCEDURE

3.1 General

3.1.1 Controlled documents are those documents which are subject to change and as such require the latest revision to be used. Example of controlled documents are:

Quality Manual
Quality Procedures
Work Instruction Documents

3.1.2 All controlled documents issued are controlled copies and are marked in red with a stamp "**CONTROLLED COPY**".


3.1.3 Controlled documents are processed in accordance with this procedure. A master list index showing the current revision status of all controlled documents shall be maintained.

3.1.4 All incoming and outgoing correspondence shall be dealt with in accordance with this procedure.

3.1.5 Each correspondence is handled in accordance with this procedure to ensure it is recorded properly, acted promptly, is traceable, and capable of being "tracked" and the number of copies is minimized.

3.1.6 Documents requiring electronic copies such as CAD drawings shall be maintained as back up copies only and shall be controlled in accordance with this procedure.

3.1.7 In cases where there is conflict in revision status between electronic and hard copy, the approved hard copy will prevail and shall be controlled in accordance with this procedure.

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3.1.8 Documents not related to Quality Management System shall be maintained and controlled by Records Management Division and the department concerned.

3.1.9 Control of Quality System Documents

3.1.9.1 The **Authority** shall maintain pertinent documents including those of contractors/suppliers to demonstrate conformity to specified requirements and the effective application of the quality system.

3.1.9.2 All documentation shall be eligible, dated (including revision dates), clean, readily identifiable, retrievable and maintained in facilities that provide suitable environment to minimize deterioration or damage and prevent loss.

3.1.9.3 Document and data pertaining to the effective implementation of the quality system shall be stored, filed, properly labeled and indexed. A master file index shall be available for easy identification and traceability.

3.1.9.4 Document and data shall be retained for a specified time in such a manner as to be readily retrievable for analysis, for clientele's review, for identifying trends in quality measures and the need for and the effectiveness of corrective action.


3.1.9.5 Other document and data within the **Authority** shall be retained in a sequential file and stored in accordance with the existing retention and disposal schedule.

3.2 Incoming Correspondence


3.2.1 All incoming correspondence shall be passed to the Records Management Division (RMD) Chief. Any correspondence addressed to an individual marked "**Personal**" or "**Confidential**" shall be passed unopened to the addressee.

3.2.2 If a signature receipt is required by the person delivering the package, this should be by the concerned RMD personnel but can be signed by any responsible person in his absence.

3.2.3 Prior to signing as "**Received**", the package is to be checked to ensure that it is what is being signed for.

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- 3.2.4 If it is not possible to verify that is in accord with the receipt, then it is to be signed as received but endorsed “**Unexamined**” and checked as soon as possible. Any discrepancy must be notified to the party sending the package.
- 3.2.5 Any dispute on signing with the person delivering the package is to be referred to the RMD Chief or in his absence, any other official of the Administrative Service for action.
- 3.2.6 If a dispute cannot be resolved, the package is to be requested to be returned to the point of origin and delivery receipt returned.
- 3.2.7 The receipt of all correspondence is to be logged into a logbook kept specifically for this purpose and kept in a secured place.
- 3.2.8 The log should contain at least the following information:
- ***Date of receipt***
 - ***Reference Number if available***
 - ***Sender***
 - ***Description of nature of package***
- 3.2.9 All incoming correspondence is to be stamped with a “**Date Received**” stamp. After stamping, the RMD maintains a copy and forwards the original to the addressed Division/Office. All correspondence addressed to the Authority shall be forwarded to the Office of the Chairman for disposition.
- 3.2.10 Where bulky packages are received, e.g. drawings, it is sufficient that only the Transmittal Sheet is passed to the Office of the Chairman for action.
- 3.2.11 Where someone is noted as taking action on the distribution, it is his responsibility to ensure that action is taken. In the event that the action required is out of his responsibility or experience, he can redirect action but it is his responsibility to ensure action is being taken.
- 3.2.12 In case of readily identifiable packages, e.g. drawings, these can be passed to the concerned Office/Division along with a copy of the Transmittal Sheet without waiting for the return of the original from the Office of the Chairman.

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3.2.13 Unless specifically noted otherwise by the Office of the Chairman, the **ORIGINAL** of all correspondence will be forwarded to the **RMD**, who in turn will retain for archiving.

3.3 Out-going Correspondence

3.3.1 All correspondence originating from each Division/Office shall be routed to concerned office within the Authority through the use of routing slip.

3.3.2 The Records Officer will assign a unique reference number to all outgoing correspondence.

3.3.3 All outgoing correspondence is to be reviewed by the concerned Division Head and/or Office Head.

3.3.4 Records Officer of each Division/Office shall ensure that all outgoing correspondence are logged in a logbook kept by him or his alternate prior to delivery or transmittal to the recipient.

3.3.5 Each Division/Office shall be responsible for the transmittal of their outgoing correspondences unless specified by the General Manager or each Division Head.

3.3.6 Outgoing correspondence to be delivered by means of a messenger, courier or personal service shall be accompanied by a Transmittal Sheet.


3.3.7 The Records Office or his designee shall maintain a record of Transmittal Sheets.

3.3.8 These procedures will be updated and/or modified as required to suit the increase of correspondence and the introduction of sub and/or department procedures.

3.4 Drawings

3.4.1 Copies of all drawings received shall be maintained by the RMD and a copy shall be forwarded to the concerned Office/Division.

3.4.2 The RMD shall maintain a logbook for all drawings received. A sequential file of letter and transmittal maintained for each package.

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The log of drawings shall contain at least the following information:

- ***Date received***
- ***Transmittal number/letter reference***
- ***Drawing number and revision***
- ***Title***
- ***Purpose of issue***
- ***Originator***
- ***Drawing Register***

3.4.3 Drawings produced are forwarded to the concerned Division Chief for recording in the logbook. A file of the drawing produced is also kept in the computer. The file name of the drawing is reflected in the printed drawing.

3.4.4 A register of all current drawings shall be produced regularly to enable the status of current revisions to be established easily.

3.4.5 The current revision of each drawing shall be kept on drawing file. All superseded drawings shall be clearly marked as such and removed from the file by the concerned official.


3.4.6 Drawings that are superseded shall be archived on an individual basis with superseded drawings being stored sequentially in drawing number and revision order.

3.4.7 The superseded drawings are to be marked **S/S** (superseded) in “**RED**” and disposed outside of the office.

3.4.8 Any drawings which are still being used in the office such as record drawings, drawings in preparation etc., are to be clearly marked **S/S** (superseded) be endorsing the drawing with “**RED**” felt pen near title box.

3.5 Drawing Receipt

3.5.1 Transmittal Sheets shall be stamped with the **Authority** “**Date Received**” stamp indicating the correct date.

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3.5.2 The copy of the Transmittal Sheet used for the check is to be filed.

3.5.3 The “**Drawing Register**” is to be updated.

3.6 Distribution of Drawings

3.6.1 Only approved drawings shall be issued by the **Authority** for duplication and distribution.

3.6.2 Duplication and distribution of drawings shall be determined by the concerned official and/or the Design Engineer.

3.6.3 Drawings prepared by the Design Engineer shall be issued with a Drawing Register.

3.7 Contact Specifications

3.7.1 The Records Management Division shall maintain original copies of all contracts. Any approved changes (Change Order, Variation Order, etc.) in contract specification shall be attached to the original contract clearly marked as such, by striking through with “**RED**” ink.

3.8 Standards


3.8.1 All reference standards including applicable government legislation and regulations shall be the latest issue unless stated otherwise in the contract specification.

3.8.2 The Records Management Division shall control compilation and distribution of all standards.

3.9 Quality Manual/Quality Procedures

3.9.1 The Quality Manual and Quality Procedures shall be prepared by the designated staff of the **Authority**, reviewed by the Quality Management Representative and approved by the Head of the Authority.

3.9.2 Controlled copies of Quality Manual/Quality Procedures shall be distributed to the concerned offices/officials for their implementation.

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3.10 Work Instruction Documents (WID)

3.10.1 Work Instruction shall be prepared by the designated staff of each Division/Office reviewed by the Quality Management Representative and approved by the Assistant General Manager for Operations or his designee to ensure that procedure for each process is clearly understood and properly implemented.

3.10.2 Work Instruction Documents (WID) control revision and issuance shall be the responsibility of the Quality Management Representative.

3.11 Review, Authorization and Revision

3.11.1 Changes and/or modifications to controlled documents shall be reviewed and approved by the same person who originally reviewed and approved the original, unless specifically designated otherwise.

3.11.2 The Quality Management Representative's designated staff will complete the Document Creation/Change Request before revising the affected document.


3.11.3 During document review, the document is routed, together with the routing slip to all concerned departments for approval or comments.

3.11.4 When the revised document is no longer effective or needs to be updated (deleted or add some information) which has a substantial effect to the document, then the revision number is updated to signify the revision made.

3.11.5 Loose – leaf replacements are made if there are certain information that need to be changed (i.e. typographical error) but retaining the same revision number.

3.11.6 A **Revision Status** Sheet is attached to the Quality Manual/Quality Procedure. The following information is contained in this sheet:

- REV (Revision Status of the Document)
- DESCRIPTION OF CHANGES (This column describes details of revision)
- PAGE/SECTION (This column reflects page/s and section/s revised)

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➤ DATE (This column states date when indicated revision/s are prepared)

3.11.7 General format of page numbering for all the quality system documentation shall be, e.g. **Page 1 to 10**, the first number refers to the specific page while the second number refers to the total number of pages depending on the number of pages.

3.12 Distribution

3.12.1 Upon approval of a controlled document, it shall be photocopied and distributed to all copyholders included in the controlled Copy.

3.12.2 Prior to issuance, these documents are stamped “Controlled Copy” in red ink.

3.12.3 When whole or part of a document is required to be copied for use as reference, it should be stamped “uncontrolled copy” before issuance.

3.12.4 All superseded documents shall be recalled and disposed of properly.