	<h1>Documentation Procedure</h1> <h2>Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.01
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> July 21, 2023	<b>Revision No</b> 7

## Scope

This document covers the policies and procedures in preparation, approval, routing and uploading to intranet and inform concerned employees that the document has been approved & posted on the intranet.

1. Quality Manual
2. Quality Plan
3. Process Risk Assessment Matrix (PRAM)
4. Policies & Procedures
5. Job Description
6. Key Performance Indicator (KPI)
7. Records Retention Schedule (RRS)
8. Service Level Agreement (Internal)
9. Forms and Templates
10. Externally Generated Documents (EGD)

## Definition of Terms

Authorized Signatories- persons who prepare, review and approve documents; whose names are indicated on the footer of every document being routed based on Approver Matrix


Concerned Employees- employees who have active participation in the process and who should be aware of the document.

Document Control Log - file being used to log and monitor the status of the document.

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*Please refer to printed files for signatures of approvers.*

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## Ownership

The Quality Assurance (QA) Manager/ Quality Assurance (QA) Supervisor is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

## Policies

1. The following quality documents are required to be documented for any Business Units work activity where sequenced coordination among members is necessary.
  - 1.1 Quality Manual
  - 1.2 Quality Plan
  - 1.3 Process Risk Assessment Matrix (PRAM)
  - 1.4 Policies & Procedures
  - 1.5 Job Descriptions
  - 1.6 Key Performance Indicator (KPI)
  - 1.7 Records Retention Schedule (RRS)
  - 1.8 Service Level Agreement (Internal)
  - 1.9 Forms and Templates
  - 1.10 Externally Generated Documents (EGD)
2. The Document Owner/Records Coordinator shall inform QAD regarding new and revision of quality documents and ensure that the document being prepared conforms to the approved templates (if any) posted on the intranet


*2.a Refer to Forms and Templates posted on Intranet (QAD) for creation of new quality documents*

Link: <http://f2infra.f2logistics.com/Intranet/?q=forms-qad>

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2.b Control form shall be used in documenting changes on documents.

*Refer to Control Form posted on Intranet (QAD)*

Link: <http://f2infra.f2logistics.com/Intranet/?q=node/547>

3. All new and revised documents shall go through review and/or physical/through email for approval by department head, if necessary.
4. The document being routed shall be monitored by Quality Assurance (QA) in- charge.
5. The document to be posted on Intranet shall be exactly the same as the approved document.


**Note:** Documents approved by QMR (Quality Management Representative) and/or QCC (Quality Council Chairman) are considered approved for posting to the intranet.

6. Revision Zero (0) shall only be used for the following:
  - Newly drafted documents
  - Two or more documents integrated as one
  - One document disintegrated into two or more document
7. For Key Performance Indicator, Revision 0 will be retained if changes to be made the following year. Hence, Revision 1 and up will be applied if changes happened within the year.
8. In addition, to ensure the confidentiality of the customer/account data and information, Quality documents such as Policies and Procedures/ Standard Operating Procedures/ Operating Guidelines, Key Performance Indicators, Process Risk Assessment Matrix, Job Descriptions, and Records Retention Schedule is kept by respective warehousing site (Hard copy with sign of the authorized signatories) and Quality Assurance department (soft copy) only. Any reproduction of the warehouse quality documents shall go through approval of

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	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> July 21, 2023	<b>Revision No</b> 7


Document and Data Controller, Quality Assurance Manager, Quality Council Area Head and Quality Team leader.

9. QA In-Charge shall process the routing of documents up to the last approver within 15 working days from date of receipt of approved new document or approved Control Form for the revised document from Department Head approver/s **and QAD In-Charge**.
10. The effective date shall be the date when the last approver gives his/her approval.
11. All Approved quality documents shall be stamped as “Controlled Document” for every page and attached email approval, as necessary.

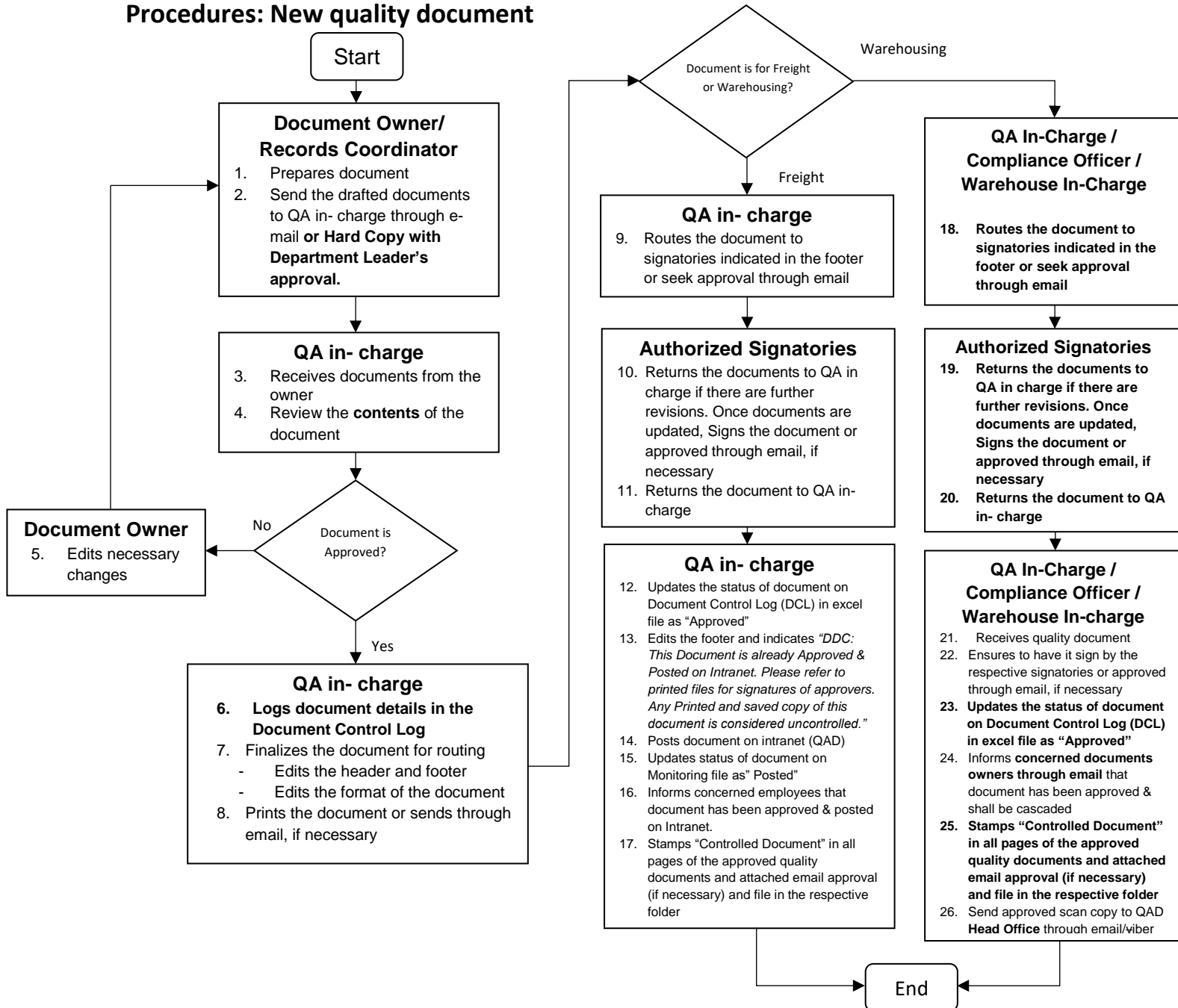
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### Procedures: New quality document



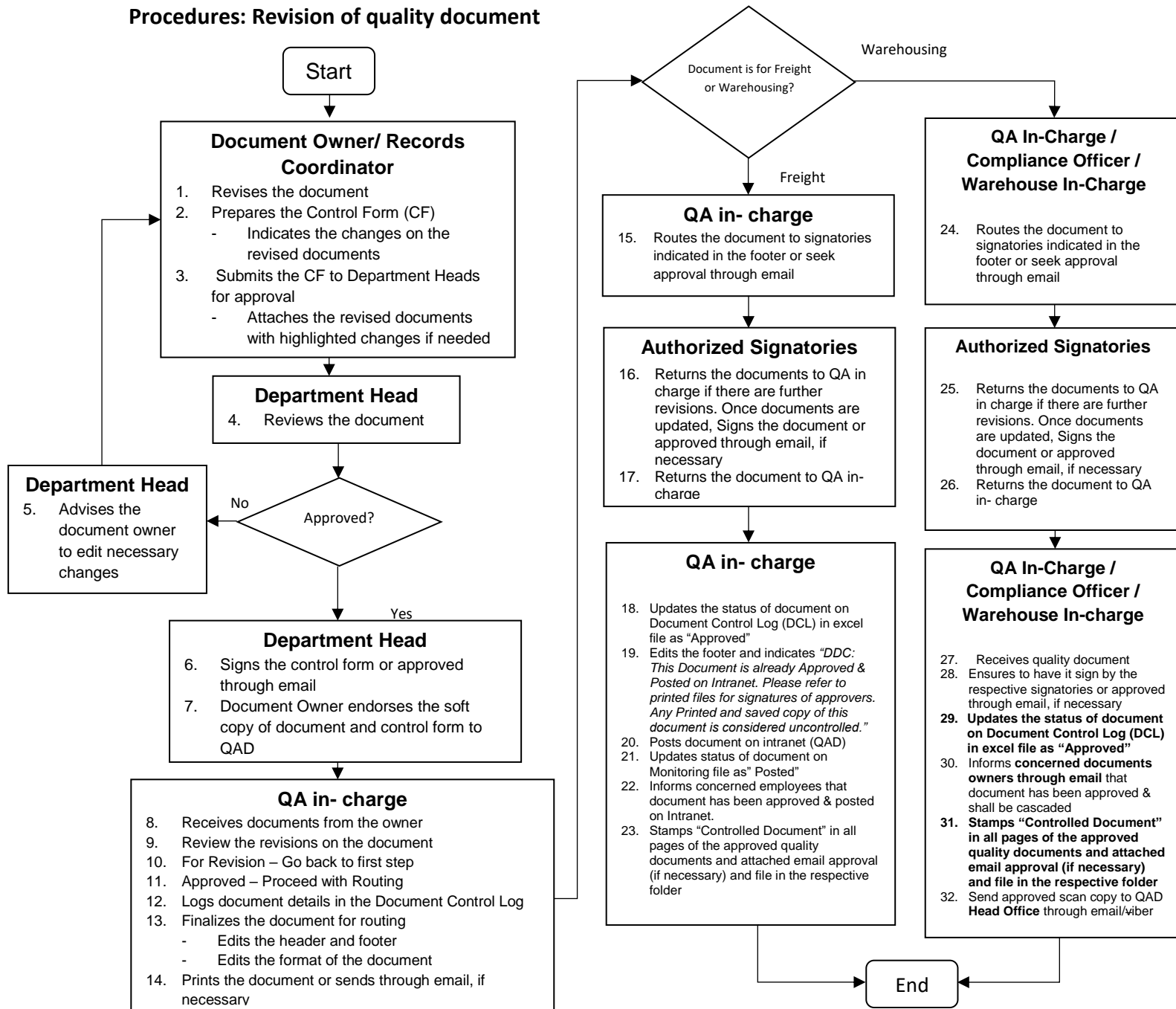
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### Procedures: Revision of quality document



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