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	CU/GOP/CD/01	3rd March, 2014
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Document Title: CONTROL OF DOCUMENTS		

CHUKA UNIVERSITY


GENERAL OPERATING PROCEDURE

FOR

CONTROL OF DOCUMENTS


CU/GOP/CD/01

	Name	Position	Date
Prepared By		ISO Core Team	25.6.2012
Reviewed By	Prof. D. K. Isutsa	Management Representative	03.3.2014
Approved By	Prof. E. N. Njoka	Vice-Chancellor	24.3.2014

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1. AMENDMENT RECORD SHEET

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW /MODIFICATION	REVISED BY	APPROVED BY
1.3.2013	02	00	ALL	Changed logo to Chuka University	MR	Vice-Chancellor
1.3.2013	02	00	ALL	Changed QMR to MR	MR	Vice-Chancellor
1.3.2013	02	00	ALL	Changed Chuka University College to Chuka University	MR	Vice-Chancellor
1.3.2013	02	00	ALL	Changed CUC to CU everywhere it existed	MR	Vice-Chancellor
3.3.2014	03	00	8	Updated Master List of Internal Documents	MR	Vice-Chancellor

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2. GENERAL

2.1 PURPOSE

The purpose of this procedure is to define the controls that are needed for documents required by the Quality Management Systems, as required under ISO 9001:2008 International Standard.

2.2 SCOPE

This procedure applies to all the documents (including electronic) required by this International Standard and the Chuka University Quality Management System, whether of internal or external origin to the University.

2.3 REFERENCES

1. ISO 9001:2008 Clause 4.2.3
2. CU Quality Manual
3. National Archives Act
4. CU Registry Guidelines
5. CU Policy on disposition of documents and records

2.4 DEFINITIONS AND ABBREVIATIONS

In addition to the relevant common definitions of terms given in ISO 9000:2005, the following specific definitions shall apply:

Quality Management System Documents: These are “Prescriptive” documents describing the “what”, “when”, “who”, “why” and “how”, in the establishment, implementation and maintenance of the Quality Management System for the University. Examples include but are not limited to: Process descriptions, Control of Documents, QMS Procedures, Process Maps, Work Instructions, Specifications and Reference Standards of Internal and External origin.

Process: A combination of people, methods, materials, equipment and environmental controls, which are used in the provision of a product/service. The output of one process may be the input of another.

Process Owner: These are the people who are responsible for managing and/or carrying out the process. They generally have the greatest understanding of what is required to control and improve the process.


AMR: Assistant Management Representative

MR: Management Representative

QMS: Quality Management System

2.5 RESPONSIBILITY

The MR has the principal responsibility for ensuring that this procedure remains adequate for its intended purposes.

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Each process owner has the principal responsibility of providing information from which documentation for their processes can be compiled and for initiating action to keep the processes up to date.

3. PROCEDURE

3.1 General

- 3.1.1 All the QMS documents developed and used in the University are controlled by the MR and maintained by the respective Heads of Departments.
- 3.1.2 All the QMS documents are written and issued in the standard formats issued by the MR.
- 3.1.3 No member of staff is allowed to make copies of controlled documents without the documented approval of the MR.
- 3.1.4 The MR maintains the Master List of Internal Documents (*Ref: CU/MR/FORM/01*) as a result of the evolution and development of the CU's QMS.

3.2 Approval of Documents for Adequacy Prior to Issue


- 3.2.1 All the QMS documents are prepared, checked, reviewed, updated as necessary and signed by the preparing authority identified on the Document Control Schedule on the front page.
- 3.2.2 All the QMS documents are then be approved and signed by the approving authority identified on the Document Control Schedule before issuing by the MR to those on the distribution/circulation lists.
- 3.2.3 The QMS documents issued are recorded by the MR on the Internal Documents Distribution Record Sheet (*Ref: CU/MR/FORM/02*)

3.3 Review, Updating and Re-Approval of Documents

- 3.3.1 The process owners are responsible for review, updating as necessary and re-approval of the applicable QMS Documents when there is a change in the process or as applicable.
- 3.3.2 Following the original issue, changes to the QMS documents are only be authorised by the MR after review by the process owner.
- 3.3.3 Any member of staff can request changes to the relevant QMS Document through Change Request Form given (*Ref: CU/MR/FORM/03*)

3.4 Identification of Changes and the Current Revision Status of Documents

- 3.4.1 The MR ensures that all changes made on the QMS documents are shown in a unique way from the original version whenever changes are made to any document.
- 3.4.2 The first documents developed have revision **00** for all pages. Changes to any page within the document make the revision number of that particular page to read as **01** from **00** (depending on the previous number which was present on that page).
- 3.4.3 All documents have Issue Number **01** as the first document for the ISO system. When there are several revisions on many pages within the document, the MR can decide to

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overhaul the entire document to have all the pages reading as revision **00**, but the issue number will then be changed to the next number, for example Issue Number **02** from **01**.

3.4.4 The MR distributes the revised pages to the relevant copy holders and withdraws all the “**Obsolete**” pages of the document either for filing or disposal. Where the entire document is changed to read the next issue number, the MR will also withdraw the documents and re-issue the new document reflecting this change in the *Master List of Internal Documents (Ref: CU/MR/FORM/01)* and Internal Documents Distribution Record Sheet (*Ref: CU/MR/FORM/02*).

3.5 Availability of Relevant Versions of Applicable Documents at Points of Use

3.5.1 The MR plans the distribution of the relevant versions of the applicable documents to all the points of use.

3.5.2 The MR ensures that the points of use are identified on the Master List of Documents (*Ref: CU/MR/FORM/01*) and Internal Documents Distribution Record Sheet (*Ref: CU/MR/FORM/02*).

3.6 Legibility of Documents

3.6.1 The MR ensures that documents are kept clean, legible and where practical protected from mishandling or damage.

3.6.2 The Documents are preserved in the most suitable manner, which may include but not limited to lamination, framing, storing in plastic pockets, and filing in cabinets.

3.6.3 No individual is allowed to write on any of the documents.

3.6.4 The MR is responsible of ensuring that any document found illegible is withdrawn and a clear version distributed.

3.7 Identification of Documents

3.7.1 The MR ensures that each QMS document has a unique identification code or number for ease of identification.

3.7.2 Documents are identified as follows:

3.7.2.1 The first set of characters abbreviate the Chuka University – CU


3.7.2.2 The second set of characters the type of document e.g. SOP for Specific Operating Procedures and GOP for General Operating Procedures.

3.7.2.3 The third set of characters denotes procedure/process/owner e.g. DVCA for Deputy Vice-Chancellor, Academic.

3.7.2.4 The fourth set of characters is a serial number unique to each procedure/process/owner. E.g. 01 for the VC’s office.

3.7.2.5 All forms are coded ‘CU/OWNER/FORM/==/’. Serial numbers are determined by the owners e.g. CU/FIND/FORM/01 for surrender of imprest.

3.7.2.6 All forms generated and used for CU are controlled by the MR and must be listed/contained in the Master List of Documents.

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3.8 Identification and Control of Distribution of Documents of External Origin

- 3.8.1 The MR ensures that reference documents of external origin determined by CU to be necessary for the planning and operation of the QMS are identified on the Master List of External Documents (*Ref: CU/MR/FORM/04*)-*Master List of External Documents*), and their distribution controlled as given therein.
- 3.8.2 The MR ensures that all external documents are controlled through the *Control & Distribution of External Documents (Ref: CU/MR/FORM/05)*

3.9 Management of Obsolete Documents

- 3.9.1 The MR ensures recall of all obsolete documents from the process owners is made and the OBSOLETE documents are dis-positioned according to CU Policy on dis-positioning of documents and records before issue of new revisions/versions.
- 3.9.2 Where there is need to retain an obsolete document, it shall be stamped “OBSOLETE” to prevent its unintended use.


(Refer to CU Policy on Records Management)

Upon **Review** of any document, all issued documents are recalled to update the proposed changes and subsequently re-approved before issue. The changes identified are captured on the Document Change Request Form (*Ref: CU/MR/FORM/03*), which is used to update the Master List of Documents (*Ref: CU/MR/FORM/01*) and Document Control Schedule. All documents are stored in referenced files. Documents of external origin are listed in the Master List of External Documents (*Ref: CU/MR/FORM/04*), which is maintained by the MR.

All documents and data used in the QMS are properly identified and controlled. The Quality Manual, Procedures Manual, and Quality Policy are issued to defined recipients through the Document Distribution Record Form that is filed and maintained by MR.

4. RECORDS

- (i) Master List of Internal Documents (*Ref: CU/MR/FORM/01*)
- (ii) Internal Documents Distribution Record Form (*Ref: CU/MR/FORM/02*)
- (iii) Internal Documents Change Request Form (*Ref: CU/MR/FORM/03*)
- (iv) Master List of External Documents (*Ref: CU/MR/FORM/04*)
- (v) Control & Distribution of External Documents (*Ref: CU/MR/FORM/05*)


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5. APPENDICES


APPENDIX 1: MASTER LIST OF INTERNAL DOCUMENTS

(Ref: CU/MR/FORM/01)

No.	Document Title	Document Reference	Department Document Belongs To	Issue No.	Issue Date	Revision Status	Revision Date
1	CUSA Constitution	CU/P/8	Dean of Students	1	18.12.10	0	
2	Gender Policy	CU/P/9	Office of VC	2	01.3.13	0	
3	Automation Policy	CU/P/10	Office of VC	2	01.3.13	0	
4	HIV/AIDS Policy	CU/P/11	Office of VC	2	01.3.13	0	
5	Disability Policy	CU/P/12	Office of VC	2	01.3.13	0	
6	Public Complaints Policy	CU/P/13	Office of VC	2	01.3.13	0	
7	Alcohol and Drug Abuse Policy	CU/P/14	Office of VC	2	01.3.13	0	
8	Statutes, 2008	CU/P/15	Office of VC	1	2008	0	
9	Guide For Writing Fundable Research Proposal	FORM A	Office of DVCA	1	Sep 2011	0	
10	Format For The Final Report	FORM B	Office of DVCA	1	Same	0	
11	Criteria For Evaluating A Fundable Proposal	FORM C	Office of DVCA	1	Same	0	
12	Strategic Plan	2012-2017	Office of VC	1	21.6.12	0	
13	University Catalogue	N/A	Registrar(AA)Office	1	8.1.2013	0	
14	Leave Form	CU/ADM/HR/1	Registrar(AP)Office	1	2009	0	
15	Office Letterheads	CU/ADM/HR/7	Registrar(AP)Office	1	2009	0	
16	Staff Handbook	CU/ADM/HR/11	Office of DVCF	1	2009	0	
17	Scheme of Service of Staff	CU/ADM/HR/11	Office of DVCF	1	2009	0	
18	Service Charter	CU/ADM/HR/11	Office of VC	1	21.6.12	0	
19	Application Form	CU/ADM/FORM/APP/1	Admissions	1	2009	0	
20	Format for Annual Work Plan for Strategic Plan Preparation	CU/QAPC/1	QAPC	1	1.7.2012	0	
21	Format for Quarterly Reporting on the Strategic Plan	CU/QAPC/2	QAPC	1	1.7.2012	0	
22	Format for End of Year Reporting on Strategic Plan Implementation	CU/QAPC/3	QAPC	1	1.7.2012	0	
23	Format for Internal Quarterly Reporting on PC	CU/QAPC/4	QAPC	1	1.7.2012	0	
24	University Brochure		Registrar(AA)Office	1	2011	0	
25	Postgraduate Courses Brochure		Graduate School	1	2011	0	
26	Chuka University Order	Legal Notice No. 161 of 2007	Office of VC	1	2007	0	
27	Chuka University Catalogue		Registrar(AA)Office	1	2012	0	
28	Graduate Student Handbook		Graduate School	1	2011	0	
29	Undergraduate Student Handbook		Dean of Students	1	2013	0	
30	Quality Policy	CU/QMS/QP	MR	1	3.3.14	0	
31	Quality Manual	CU/QMS/QM/01	MR	3	3.3.14	0	
32	Control of Documents	CU/GOP/CD/01	MR	3	3.3.14	0	
33	Control of Records	CU/GOP/CR/02	MR	3	3.3.14	0	
34	Internal Audits	CU/GOP/IA/03	MR	3	3.3.14	0	
35	Control of Non-conform. Product	CU/GOP/CN/04	MR	3	3.3.14	0	
36	Corrective Action	CU/GOP/CA/05	MR	3	3.3.14	0	
37	Preventive Action	CU/GOP/PA/06	MR	3	3.3.14	0	
38	Anticorruption Policy	ANTI-C	Office of VC	2	01.3.13	0	
39	Human Resource Training Policy	HRTDP	Office of VC	2	01.3.13	0	
40	Research Policy	RESCP	Office of VC	2	01.3.13	0	
41	Disability Policy	DISAP	Office of VC	2	01.3.13	0	

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42	Institutional Management	CU/SOP/VCIM/01	Office of VC	2	25.3.13	0	
43	Administration, Finance & Planning	CU/SOP/DVCF/02	DVCF Office	3	3.3.14	0	
44	Academic & Research Extension	CU/SOP/DVCA/03	DVCA Office	2	25.3.13	0	
45	Resource Advancement & Development	CU/SOP/RADP/04	Registrar(AP)Office	2	25.3.13	0	
46	Registration and Admission Coordination	CU/SOP/RACA/05	Registrar(AA)Office	2	25.3.13	0	
47	Faculty Administration	CU/SOP/FERD/06	FERD	2	25.3.13	0	
48	Faculty Administration	CU/SOP/FAHU/07	FAHU	2	25.3.13	0	
49	Faculty of Business Studies	CU/SOP/FBST/08	FBST	2	25.3.13	0	
50	Faculty Administration	CU/SOP/FAES/09	FAES	2	25.3.13	0	
51	Faculty Administration	CU/SOP/FSET/10	FSET	2	25.3.13	0	
52	Quality Assurance & Performance Contracting	CU/SOP/QAPC/11	QAPC	3	3.3.14	2	
53	Examinations & Timetables	CU/SOP/EXTT/12	EXTT	2	25.3.13	0	
54	Postgraduate Studies & Research	CU/SOP/BPSR/13	BPSR	2	25.3.13	0	
55	Undergraduate Studies & Attachment	CU/SOP/BUSF/14	BUSF	2	25.3.13	0	
56	Student Welfare Promotion	CU/SOP/STWD/15	STWD	2	25.3.13	0	
57	Teaching & Examination	CU/SOP/DBAD/16	DBAD	2	25.3.13	0	
58	Teaching & Examination	CU/SOP/DEDU/17	DEDU	2	25.3.13	0	
59	Teaching & Examination	CU/SOP/DAHU/18	DAHU	2	25.3.13	0	
60	Teaching & Examination	CU/SOP/DERD/19	DERD	2	25.3.13	0	
61	Teaching & Examination	CU/SOP/DAGS/20	DAGS	2	25.3.13	0	
62	Teaching & Examination	CU/SOP/DBSC/21	DBSC	2	25.3.13	0	
63	Farm Development	CU/SOP/FARM/22	Farm	2	25.3.13	0	
64	Library Service	CU/SOP/LIBD/23	Library	2	25.3.13	0	
65	Financial Management	CU/SOP/FIND/24	Finance	2	25.3.13	0	
66	Purchasing	CU/SOP/PROD/25	Procurement	2	25.3.13	0	
67	Internal Auditing	CU/SOP/IAUD/26	Internal Audit	2	25.3.13	0	
68	Estate Development	CU/SOP/ESTD/27	Estates	2	25.3.13	0	
69	Catering	CU/SOP/CATD/28	Catering	2	25.3.13	0	
70	Medical Care	CU/SOP/MEDD/29	Medical	2	25.3.13	0	
71	Security Promotion	CU/SOP/SESD/30	Security	2	25.3.13	0	
72	Transport Service	CU/SOP/TRAD/31	Transport	2	25.3.13	0	
73	Accommodation	CU/SOP/ACCD/32	Accommodation	2	25.3.13	0	
74	Management Reviews	CU/SOP/MR/33	M.R.	2	25.3.13	0	
75	Work Instruction for Chemistry Practical Sessions	CU/WI/CHEM/01	DBSC	2	25.3.13	0	
76	Work Instruction for Biological Science Practical Sessions	CU/WI/BIOL/02	DBSC	2	25.3.13	0	
77	Work Instruction for Computer Science Practical Sessions	CU/WI/COMP/03	COMPD	2	25.3.13	0	
78	Work Instruction for Wildlife Practical Sessions	CU/WI/WILD/04	ESRD	2	25.3.13	0	
79	Work Instruction for Animal Health Practical Sessions	CU/WI/ANHE/05	DAGS	2	25.3.13	0	
80	Work Instruction for Geography Practical Sessions	CU/WI/GEOG/06	DAHU	2	25.3.13	0	
81	Work Instruction for Media Practical Sessions	CU/WI/MEDIA/07	DAHU	2	25.3.13	0	

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APPENDIX 2: INTERNAL DOCUMENTS DISTRIBUTION RECORD FORM
(Ref: CU/MR/FORM/02)

DOCUMENT TITLE:						
	ISSUE: REVISION DATE:					
COPY NO.	ISSUED TO/HOLDER	LOCATION	HOLDER'S SIGNATURE			
			DATE RECEIVED	SIGN	DATE RETURNED	SIGN
1						
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APPENDIX 3: INTERNAL DOCUMENTS CHANGE REQUEST FORM
 (Ref: *CU/MR/FORM/03*)

CHANGE REQUEST FORM

TO: MANAGEMENT REPRESENTATIVE

VIA: DEPARTMENTAL HEAD

MAY I SUGGEST AND RECOMMEND A CHANGE TO THE FOLLOWING:

DOCUMENT NAME AND REFERENCE

ISSUE No. Revision No.....PAGE (S)

SUGGESTED OR RECOMMENDED CHANGE:


Name (BLOCK CAPITALS)SignedDate

DEPARTMENTAL/SECTIONAL HEAD COMMENTS:

SIGNEDDATE:


MANAGEMENT REPRESENTATIVE'S REVIEW /ACTION:

SIGN: DATE:

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APPENDIX 4: MASTER LIST OF EXTERNAL DOCUMENTS
(Ref: CU/MR/FORM/04)

NO.	DOCUMENT TITLE	REFERENCE/ISSUE/ EDITION	ORIGIN	DEPARTMENT DOCUMENT BELONGS TO

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APPENDIX 5: CONTROL AND DISTRIBUTION OF EXTERNAL DOCUMENTS FORM
(Ref: CU/MR/FORM/05)

	Document Name	Revision / Edition	Copy No.	Dept/document belongs to	Date issued to dept	Name of person issued to	Sign of person issued to	Date returned	Sign by MR
1									
2									
3									
4									
5									
6									
7									
8									
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12									