

**PROCEDUCE FOR DOCUMENT CONTROL**

**Software Process And Quality Management**

**Team 5 K16T1**



**CONTENTS**

|  |  |  |  |
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[List of table: 2](#_Toc376256678)

[List of Figure: 2](#_Toc376256679)

[1. INTRODUCTION: 3](#_Toc376256680)

[1.1. DOCUMENT PURPOSE: 3](#_Toc376256681)

[1.2. SCOPE: 3](#_Toc376256682)

[1.3. REFERENCE MATERIALS 3](#_Toc376256683)

[1.4. TEMPLATE 3](#_Toc376256684)

[1.5. ABBREVIATIONS AND ACRONYMS. 3](#_Toc376256685)

[2. ROLES: 4](#_Toc376256686)

[3. ENTRY CRITERIA: 4](#_Toc376256687)

[4. INPUTS 4](#_Toc376256688)

[5. ACTIVITIES/PROCESS DETAIL 5](#_Toc376256689)

[5.1. WORK FLOW OVERVIEW 5](#_Toc376256690)

[5.2. MANAGE SOFTWARE PROJECT AND NON-SOFTWARE PROJECT DOCUMENT WORKFLOW 6](#_Toc376256691)

[5.2.1. FLOW OF ACTIVITIES 6](#_Toc376256692)

[5.2.2. ACTIVITIES DESCRIPTION 6](#_Toc376256693)

[5.3. MANAGE EXTERNAL DOCUMENT WORKFLOW 8](#_Toc376256694)

[5.3.1. FLOW OF ACTIVITIES 8](#_Toc376256695)

[5.3.2. ACTIVITIES DESCRIPTION 9](#_Toc376256696)

[5.4. MANAGE OBSOLETE DOCUMENTS WORKFLOW 10](#_Toc376256697)

[**5.4.1.** **FLOW OF ACTIVITIES** 10](#_Toc376256698)

[**5.4.2.** **ACTIVITIES DESCRIPTION** 10](#_Toc376256699)

[6. EXIT CRITERIA 11](#_Toc376256700)

[7. OUTPUTS 11](#_Toc376256701)

[8. METRICS 11](#_Toc376256702)

[9. ANNEX 11](#_Toc376256703)

**REVISIONS**

# List of table:

[Table 1: Abbreviation and acronyms 3](#_Toc376256588)

[Table 2: Roles 3](#_Toc376256589)

[Table 3: Manage software and non-software process description 7](#_Toc376256590)

[Table 4: Manage external process description 9](#_Toc376256591)

[Table 5: Manage obsolete process description 10](#_Toc376256592)

# List of Figure:

[Figure 1: Document control process 4](#_Toc376256644)

[Figure 2: Manage software and non-software document process 5](#_Toc376256645)

[Figure 3: Manage external document process 8](#_Toc376256646)

[Figure 4: Manage obsolete document process 9](#_Toc376256647)

# INTRODUCTION:

## DOCUMENT PURPOSE:

This procedure is used to establish a uniform and consistent method for preparing and handling documentation with these following purposes:

* To use unique template which is defined by company when making document,
* To approve documents for adequacy prior to issue,
* To review and update as necessary and re-approve amended documents,
* To ensure that changes and the current revision status of documents are identified,
* To ensure that relevant versions of applicable documents are available at points of use.
* To ensure that documents of external origin are identified and their distribution controlled,
* To ensure that translation from/to Japanese document are controlled,
* To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

## SCOPE:

This procedure is used to apply to non-software documents and all documents that have come from the external customer for businesses.

## REFERENCE MATERIALS

## TEMPLATE

Document Master List (DML)

## ABBREVIATIONS AND ACRONYMS.

|  |  |
| --- | --- |
| Abbreviations | Acronyms |
| DML | Document Master List |
| PM | Project manager |
| AU | Authority |
| AUr | Authorizer |
| AP | Approved |
| PT | Procedure template |
| GT | Guideline Template |
| PPT | Power Point Template |
| ET | Excel template |

Table 1: Abbreviation and acronyms

# ROLES:

|  |  |  |
| --- | --- | --- |
| No | Roles | Description |
| 1 | Author/editor | The person who is required or authorized to create/revise document. |
| 2 | Reviewer | The person or group of person who review the document. |
| 3 | Approver | The person who approves the document |
| 4 | Authorizer | The person who authorizes the people to create/revise, review, approve document. |

Table 2: Roles

# ENTRY CRITERIA:

Requirement of creating/revising a document

# INPUTS

Document Master List

# ACTIVITIES/PROCESS DETAIL

## WORK FLOW OVERVIEW



**Figure 1: Document control process**

## MANAGE SOFTWARE PROJECT AND NON-SOFTWARE PROJECT DOCUMENT WORKFLOW

### **FLOW OF ACTIVITIES**



**Figure 2: Manage software and non-software document process**

### **ACTIVITIES DESCRIPTION**

|  |  |  |
| --- | --- | --- |
| **No** | **Activity** | **Description** |
| 1 | Decide to create or revise document | Any member of staff can initiate a request to create or revise the document based on the observation result, improvement idea and process improvement program  It is depending on document type, author/editor will get approval from her/his Manager |
| 2 | Select template or current document | Select the appropriate template for newly creating document or revising current document. |
| 3 | Identify document type and its identification | In case of creating new document, the author/editor shall identify document type and register ID based on the Document Mater List.  The document identification convention shall be followed Guideline for Identification |
| 4 | Create/Revise document | If the template is existing for creating new document, author shall be applied it strictly, Otherwise the author should propose new template for its purpose and inform to D&D Manager for managing.  In case of revising document, the author has to revise document history (revision, changes, author, date) according to Guideline for Identification  After finish creating/revising document, the author sends document to the reviewer(s) for review/re-consideration in case the document has passed through the review document and need to revise again. |
| 5 | Review document | The reviewer receives the document that was sent by the author/editor to review. and log the results of the review.  If there is any mistakes or detected errors occur, the reviewer will do:   * Send the Inspection Logs for Formal Inspection method and Comments in attached file for Walkthrough or Pass-around method. * Send an e-mail to inform the author/editor with attached comment file and/or inspection log to revise the document then document has to pass through review phase again until all consideration has been passed.   If there is no mistake and all comments are fixed, the reviewer will send an e-mail to inform the author as confirmation.  The author/editor will submit document to the approver for approval via e-mail with inspection log if any and review confirmation email. |
| 6 | Approve document | The approver receives the document that is submitted by the author/editor to review for ensuring the document is adequate and suitable for using purposes.  If there is no more comment, the approver sends an e-mail to the author/editor/Reviewer to inform that the document has been approved.  Otherwise, the approver will send an e-mail to the author/editor to request a fixing/updating to document with specifying the reason why it is rejected to approve, and what it should be done for approval. |
| 7 | Prepare for issuing | Author/editor updates Documents Master List to keep track the existence of the document based on Document Master List Template.  Author/editor checks the documentation repository for the previous versions of document. These are now the obsolete versions and will be revoked. Author/editor the approved document:  For electronic documents:   * All documents will be published in the documentation repository. Refer to Configuration Management Procedure * Users privileges to access to the document will be followed Configuration Management Procedure * The old versions of the document must be kept in the obsolete folder to avoid from unintended access. |
| 8 | Issue document | The authorized person of this document sends an e-mail to all relevant users to inform about the issue of document.  The announcing email should contain: the references to the documentation repository where the document is made available, the obsoleteness of the old version that have been in use (if any), applicable scope and the time to apply. |

Table 3: Manage software and non-software process description

## MANAGE EXTERNAL DOCUMENT WORKFLOW

### **FLOW OF ACTIVITIES**



**Figure 3: Manage external document process**

### **ACTIVITIES DESCRIPTION**

|  |  |  |
| --- | --- | --- |
| **No** | **Activity** | **Description** |
| 1 | Receive External non-software project document | The Manager or Administrator of company receives document from other company or individuals outside.  In case anyone else receives these documents, they must forward them to the manager or administrator for the gathering documents management. |
| 2 | Receive External software project document | PM receives project document from customer. In case anyone else receives project document from customer, they must forward these document to Manager or PM for the gathering documents management. |
| 3 | Pass to translator | If a project document needed to be translated, these documents will be passed to manager for estimation, and arrange resource to translate. |
| 4 | Manage External Document | If the external document is a first issue, the document ID could be taken from:  The original one issued by the external organization if it is non-software project document  In case of hardcopy documents, if the document ID is not already shown on the document itself, Manager or PM needs to mark it on the first page.  If the received document is an updated issue for a previous one, Manager or PM should update the appropriate documentation repository for arranging the received document. |
| 5 | Prepare for issuing | The authorized person updates Documents Master List to keep track the existence of the document based on Document Master List Template.  The authorized person checks the documentation repository for the previous versions of document. These are now the obsolete versions and will be revoked. Refer to the Manage obsolete document workflow.  The authorized person checks-in the approved document:  For electronic documents:   * All documents will be published in the documentation repository. Refer to Configuration Management Procedure * Users privileges to access to the document will be followed Configuration Management Procedure * The old versions of the document must be kept in the obsolete folder to avoid from unintended access. |
| 6 | Issue document | The authorized person of this document sends an e-mail to all relevant users to inform about the issue of document.  The announcing email should contain: the references to the documentation repository where the document is made available, the obsoleteness of the old version that have been in use (if any), applicable scope and the time to apply. |

Table 4: Manage external process description

## MANAGE OBSOLETE DOCUMENTS WORKFLOW

### **FLOW OF ACTIVITIES**



**Figure 4: Manage obsolete document process**

### **ACTIVITIES DESCRIPTION**

|  |  |  |
| --- | --- | --- |
| No | Activity | Description |
| 1 | Identify obsolete documents | At quarterly or on demand of Manager, the manager identifies the obsolete documents.  Manager sends an e-mail to document owner or person in charge of document to ask for revoking/disposing the obsolete documents. |
| 2 | Revoke/dispose the obsolete document | For documents that are being distributed, the authorized person will dispose them from all points of use. This shall be done for either of these following:  For electronic documents, authorized person shall remove them out of the documentation repository, and send e-mail to all relevant target users.  For hard copies, authorized person shall dispose all previous distributions by using the Paper Shredder.  Authorized person sends an e-mail to all relevant users to inform about the obsolete documents. |

Table 5: Manage obsolete process description

# EXIT CRITERIA

Finish issuing document

# OUTPUTS

Software project and/or non-software project Updated Document Master List

Approved documents

# METRICS

# ANNEX

Document Control Procedure

Record Control Procedure