

HOW IT WORKS

- NMRL's document control system will allow uploading of documents and editing by authorised users.
- These documents are retained for a defined period of time and when their review date is due, users are notified that some documents are becoming obsolete.
- The notifications are sent to the users' individual email accounts.
- The Quality officer then assigns reviewers and again notifications are sent through email and text message.
- When the reviewers have completed their assignments, they are given permission to upload the revised document and can only be accessed by the management for approval.
- Instead of reading the whole revised document for changes, the management can opt to highlight the changes effected and then approve or disapprove them.
- After document approval, they become available for everyone and the old document is then archived and only current versions are accessed.
- The forms can be searched easily by scanning the barcoded alpha-numeric unique identifier.

○ **Introduction**

National Microbiology Reference Laboratory (NMRL) has been working towards attaining certification by the Southern Africa Development Committee Accreditation Society (SADCAS) accreditation board for laboratories. Over the years, assessments by SADCAS show that non-conformances (NCs) were mainly being raised not in their laboratory procedure or bench work but on the quality of the documents and their control. This has brought about the idea of putting an end to NCs raised against NMRL's document management through the introduction of a document control system. The system will ensure that documents are in order by placing them into distinct categories. It will have a unique search criteria and sends notifications to users on any pending assignments. It will ensure that documents are easily accessible when users are working away from the usual station. Access to the documents will be granted according to user rights.

