

Alloy Toll Management Sdn Bhd	Doc. No. : PM 08
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1.0 PURPOSE

This procedure is to ensure change to the processes in the management system are subjected to proper change evaluation on impact/consequence to the service, organization (including the process and related processes) and the customer before change can take effective.

2.0 SCOPE

This procedure covers all changes in method and criteria, responsibility, people, equipment and materials in all functions/ departments/ units in the organization.

3.0 PROCEDURE

3.1 Notification of Change

- 3.1.1 The change input could be originated from various sources e.g. customer complaint/ request, regulatory changes, operation process improvement, new toll collection system, technological change or equipment modification, etc.
- 3.1.2 Before a change is physically introduced/ implemented, the person proposing the change shall initiate the document procedure or support document at least (2) two weeks prior to the targeted implementation of change.
- 3.1.3 Identify the item or process to be changed, affected policy (if any), Standard Operating Procedure (SOP) and related support documents, targeted implementation date and other appropriate information.
- 3.1.4 For related document revisions, provide markup copies of the documents and a concise summary of the revision proposed.
- 3.1.5 The Manager/ Head of Department concerned shall also determine an implementation plan in the change input identifying the tasks to be performed, assigning responsibility to a system owner for overseeing implementation of the change.
- 3.1.6 After completed with the change details and justification and other required information, the person proposing the change shall immediately forward the amendment procedure or document to the Manager via email or by hand for review and evaluation of change impact/ consequence.

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3.2 Change Review

- 3.2.2 Based on the completed amendment procedure or document, the Manager and affected Manager shall review the proposed change and evaluate the impact by circulation within 3 working days.
- 3.2.3 If necessary, the Manager may propose a date to the affected Manager to convene a meeting to review of the changes.
- 3.2.4 During the change review, the Top Management shall review the amendment procedure or document together with all the relevant information and reports (if any).
- 3.2.5 Risk assessment as per Risk and Opportunity Register shall be carried out for any change is considered significant by the reviewers.
- 3.2.6 The reviewers shall review the proposed change and provide comments whether to accept or reject the proposal.
- 3.2.7 The evaluation may address, among other things, potential risks, including cost, downtime, related change impact to the organization/ process/ customer, and determination of new controls (if any).

3.3 Change Decision

- 3.3.1 After the review, the Manager concerned of the department/ function initiating the proposed change shall immediately forward the amendment SOP to the head of department for final review and approval.
- 3.3.1 When receiving the amendment procedure or document, the head of management shall perform final review and decide to reject or approve the change within 7 working days from the date of received. If the proposed change is not accepted, immediately return by hand or email to the proposer for further amendment and re-submitted for review.
- 3.3.2 No change shall commence unless the SOP have been reviewed by the reviewers and approved by the Top Management.

3.4 Change Implementation

- 3.4.1 Once the procedure or document has been approved for implementation, the proposed change necessitates a change in the content of a related procedure or document, then the documentation change shall be done as per **Control Of Document Procedure (PM02)**.

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3.4.2 DCO shall distribute the revised document to the person/ location responsible for the operations affected by the change and at the same time retrieve old documents and file from the same as per **Control Of Document Procedure (PM02)**.

3.4.3 The assigned Executive/ Manager shall coordinate and monitor the implementation of change.

3.4.4 The Executive/ Manager also responsible in overseeing the implementation of the change and the proper use of the changed document in the affected area concerned, especially when the change is being phased in and the old being phased out.

3.5 Review Implemented Change

3.5.1 When the change has been fully implemented, the Executive/ Manager shall review all documentation and related data related to the change and shall reach a final decision as to whether the change was implemented in compliance and whether the desired result has been effective.

3.5.2 The change shall be adopted and formalized into the relevant documented procedures and support documents as per **Control Of Document Procedure (PM 02)**.

4.0 APPLICABLE CLAUSES

6.3 Planning Of Changes

5.0 QUALITY RECORDS

No.	Title of Records	Person In Charge (PIC)	Retention Period (Year)
1	Document Change Control Form (DCC)	DCO	3

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	21/07/2020	Initial Release	All	1.0