# SmartFix Company

## Change Request Management Policy

Document No.: CRMP-1

Date: 20th Oct, 2025

1. Purpose  
This policy establishes a formal process to evaluate, approve and implement change requests within SmartFix Company.

2. Scope  
This policy applies to all project teams, departments, contractors and stakeholders.

3. Policy Statement

* All changes must be submitted through a Change Request Form (CRF).
* Changes require written approval before implementation.
* All approved changes must comply with legal and regulatory requirements.

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| Impact Level | Time Required | Budget Impact | HR / Resource Impact | Approval Authority |
| Low-Level Change | Less than 3 working days | ≤ 5% cost increase | No extra staff | CCB |
| Medium-Level Change | 4–7 working days | 5%–15% cost increase | Temporary staff or reallocation | CCB |
| High/Risky-Level Change | More than 7 working days | > 15% budget or more | New hires or external consultants | CCB |

4. Documentation Requirements:

Each Change Request must include CR number, description, justification, impact analysis, cost, timeline and required resources.

5. Compliance with laws:

Change Request must be according to the laws.