Version History

Ver. No.	*Authors*	*Date*	*Reviewers*	*Review Date*	*Release Date*
1.0	Management Representative	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Management Representative	23-Dec-2018	QMF	27-Dec-2018	09-Jan-2019
2.0	Management Representative	16-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Management Representative	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	*Section*	*Date*	*Change Information*	*RFC No.*
1.0	All	03-Sep-2018	New Release	-
1.1	7.2.3.3	09-Jan-2019	Paragraph Added	-
2.0	All	16-Dec-2019	Annual Review and no changes	-
3.0	All	10-Nov-2020	Annual Review	-

Table of Contents

Document Control Process

1.0 Objectives

- This procedure defines the style and minimum requirements for the documented procedures covering the management and operations.
- This procedure applies to all correspondence generated by CIPL in form of reports submitted to its customers.

2.0 Scope

The scope covers:

- Owners of all processes covered by the scope of the QMS are responsible for providing documented control procedure.
- Additionally, procedures covering the QMS framework are subject to this document control procedure.
- All reports generated by CIPL for its customers shall also be governed by this procedure.

3.0 Policy

3.1 Policy Statement

- NA

3.2 Framework to Support or Implement this Policy

- NA

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	*Description*	*ID*
Checklists	*NA*	NA
Forms	*Master List of Documents*	QMS-L4-FR-MR-01
	Document Modification Request Form	QMS-L4-FR-MR-20
Guidelines	*NA*	NA
Lists	*NA*	NA
Standards	*NA*	NA
Templates	*NA*	**NA**

5.0 Entry Criteria

Inputs	*Source Processes*
New Document Request	Project Teams
Changes in existing Document	Project Teams
Deletion of Document	Project Teams

6.0 Responsibilities

Role	*Responsibilities*

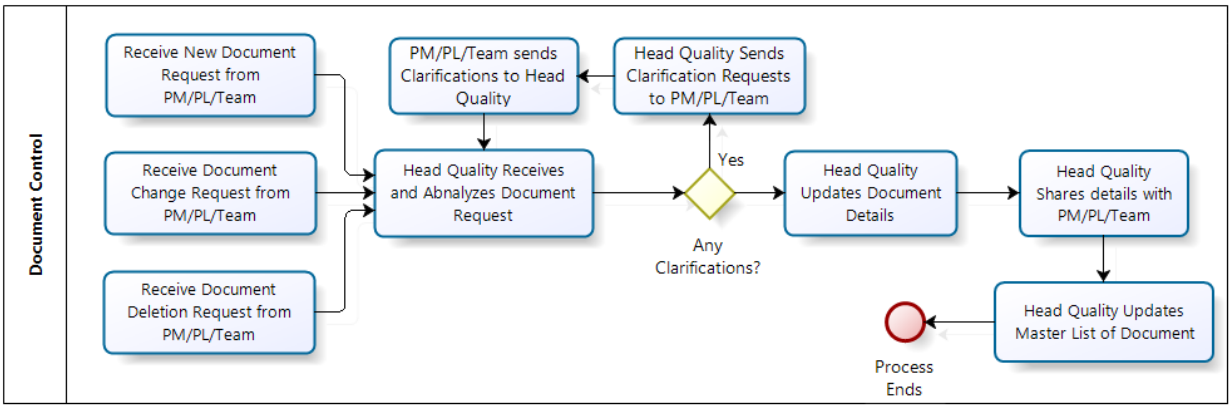
Role	*Responsibilities*
PM/PL/Team	• Send Request for New Document / Changes in Document / Deletion of Document • Receive clarifications request from Head Quality • Send clarifications to Head Quality • Receive New Document / Changes in Document / Deletion of Document details from Head Quality
Head Quality	• Receive Request for New Document / Changes in Document / Deletion of Document • Send clarification request to PM/PL/Team • Receive clarifications from PM/PL/Team • Update the details in Master List of Document • Send updated details to PM/PL/Team

7.0 Process Description

Overview Diagram

Refer below to specific process for flowchart.

7.1 Document Control Process



7.1.1 New Document / Change Document / Delete Document Request

- PM/PL/Team sends Document Requests to Head Quality for
  - New Document
  - Changes in Document
  - Deletion of Document

7.1.2 Evaluation of Document

- Head Quality
  - Receives the request
  - Analyzes the request

7.1.3 Clarification Request to PM/PL/Team

- Head Quality
  - Sends clarification request to PM/PL/Team

7.1.4 Clarifications from PM/PL/Team

- PM/PL/Team
  - Receives Clarification requests from Head Quality
  - Sends Clarifications to Head Quality

7.1.5 Updation of Document

- Head Quality
  - Updates the document based on the request

7.1.6 Sharing of Updated Document

- Head Quality
  - Shares document with PM/PL/Team

7.1.7 Updation of Master List of Document

- Head Quality
  - Updates Master List of Documents

7.2 Documented Information

7.2.1 General

The Quality Management System is documented and it includes:

Sr. No.	Description	Level Type	Label
1	Quality Manual	Level – 01	L1
2	Documents needed by CIPL to ensure the effective planning, operation and control of System processes	Level – 02	L2
3	Documents needed by CIPL to ensure the effective planning, operation and control of Quality processes	Level – 03	L3
4	Forms, Guidelines, Checklist and Templates as required by the respective procedures	Level – 04	L4

7.2.2 Creating and Updating

Following is the procedure followed to control the documents and to maintain the Quality Management System:

- Documents required by the Quality Management System are maintained and controlled in the List of QM Records.

Refer to Master list of Documents.

- Following controls are followed for documents control and as per the standard requirements:
  - Approval of documents for adequacy prior to issue

    All documents are approved and released prior to use and Master List of documents prepared with approving authority mentioned in same list as Master list of Documents
  - Review and re-approve of documents

    All documents review and re approval is maintained in Master List of documents and the same is updated regularly whenever review or re approval takes place. The approval details are mentioned in the document itself.
  - Changes and the current revision status of documents are identified in document itself by revision number and date of revision.
  - Confirming relevant versions of applicable documents are available at points of use. The relevant version will be controlled by version number and version date.

    For issue and revision control following method is adopted:
    - For the first draft issue documents the version status is 0.0.

- For the first release document after review of the draft version status is 1.0
- Whenever there is any minor change in particular document the version number is raised as 1.1, 1.2, 1.3 etc.
- Whenever there is any major change in particular document the version number is raised as 2.0, 3.0 etc.

- Documents legibility and identifiable.

  Document status is identified by putting a mark on each and every page of the QM Level 1, 2, 3 and Cover page of Level 4.

  - Master copy – in editable format
  - Control copy – in .pdf format
  - Obsolete copy – in .pdf format

- Unintended use of obsolete documents, and suitable identification

  All obsolete copies will be stamped / water marked, maintained separately and retained as per the requirement.

7.2.3 Control of Documented Information

7.2.3.1 Forms and Format Numbering

The following method is followed for Document numbering and identification for forms, registers, reports and format:

ZZZ-LX-XX-AAA-99 <Name of the document>

ZZZ – Represent System Type (System Type: QMS – Quality Management System)
LX – Represents Level type of Document (Level Type: L1/L2/L3/L4)
XX – Represents the document type (document types: FR- Forms, LS-Lists, RG-registers, ML-Manual, PR-Procedure, CD-Coding Standard, CK-Checklist, GD-Guidelines)
AAA – Represents the policy/procedure document name/number (HR-Human Resource, ADM-Administration, OPR-Operations, TA-Talent Acquisition, MKT-Marketing, PRT-Practices, MR-Management Representative, SAM-Strategic Account Management, PMO-Project Management Office, IFD-Infrastructure Delivery, SYS-System, and IT-Information Technology, SDLC-Software Development Life Cycle, RES-Resourcing, ADS-Application Delivery Support, ADD-Application Development Delivery, SAL-Sales, PM-Project Management, COE-Center of Excellence, CQ-Corporate Quality, ACD - Academy)
99 – Serial number
<name of the document>

For example: QMS-L1-ML-APX-01 stands for Quality Manual of Level Type L1 of Document Type ML (Manual) of APX (Apex) having serial number 01.

7.2.3.2 Control of Documented Information

Following is the procedure followed to control the records and maintain the QM System:

- Records are established and maintained to provide evidence of conformity to requirements and
  of the effective operation of the Quality management system.
- Record's keeping is made in such a way that, they remain legible, readily identifiable and

retrievable.

- List of quality records is prepared and followed for defined controls required for identification, storage, protection, retrieval, retention time and disposition of records. i.e. Master list of documents
- Hard copy and Soft copy records are controlled and recorded in list of Quality records
- The soft copy - Project files/ folders are named as follows:
  <Project Name>_<Level 1_……_Level n>

The Project Name will be followed by Levels 1 to n, which denote the various levels into which the project will be divided for simplicity. The hierarchy (number of levels) will have to be specified in the Project Plan.

- All documents are maintained by Project Manager / Project Superintendent
- All project specific files and documents will be stored using the above naming convention
  Under Documents following Paths are created and documents are stored
  - \Architecture
  - \Design
  - \Functional Specification
  - \Testing
- All Obsolete documents are archived and Records are updated in Master List Document

7.2.3.3 Classification of Documents

All documentation covered by this procedure shall adhere to the following:-

- It is uniquely referenced, legible and readily identifiable.
- Documentation is protectively marked with the requisite security classification when not for general distribution. It is the responsibility of the owner of the data to accord it the relevant security classification. The various classes of security classification to be applied to documents at Clover as follows:-
  - Unclassified – Unrestricted viewing. Examples include press releases, general policy documents of the company that are available on the company's website.
  - Company Circulation – These documents are for internal use only and the contents should not be shared by any outsider. Examples include the policies and procedures adopted by Clover, market survey reports and other commercial information.
  - Confidential – These documents are highly sensitive and examples include reports of audits of customers, internal policy documents the exposure of which shall cause embarrassment and serious loss of business to Clover.
- It is made readily available to all personnel having legitimate access rights, at all locations where the subject operations are performed.
- It is restricted sufficiently to prevent unauthorized access.
- Documentation is periodically reviewed and revised as necessary
- It is maintained under version control, including issue and revision dates and, where relevant, the dates for review.
- Documentation is withdrawn promptly when obsolete or superseded.
- It is identified and retained when obsolete but required for legal or knowledge preservation.

7.2.3.4 Document Details

Sr. No.	Type	Details
1	Font	Times New Roman
2	Font Size	Title Headings – Bold – 14
3	Font Size	Main Headings – Bold – 12
4	Font Size	Sub Headings – Bold – 11
5	Font Size	Normal Text – 10 for Standard Document
6	Font Size	Normal Text – 12 for Quality Manual
7	All Tables	Grey Colour for Headings
8	Logo	

8.0 Quality Mechanisms

- Review of Document Request
- Review of Clarifications

9.0 Quality Objectives

Sr. No	***Objectives***	***Responsibility***	***Frequency of Measurement***	***Reporting of Measurement***	***Target to Achieve***
1	Ensuring Updation of Master List of Document	Management Representative	Monthly	Document Release / Updates	100%

10.0 Identified Risk

- NA

11.0 Exit Criteria

Outputs
Updated Documents
Master List of Document
Document Modification Request Form