**Version History**

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| ***Ver. No.*** | ***Authors*** | ***Date*** | ***Reviewers*** | ***Review Date*** | ***Release Date*** |
| 1.0 | Application Development Team | 27-Aug-2018 | QMF | 31-Aug-2018 | 03-Sep-2018 |
| 2.0 | Application Development Team | 10-Dec-2019 | QMF | 13-Dec-2019 | 16-Dec-2019 |
| 3.0 | Application Development Team | 02-Nov-2020 | QMF | 06-Nov-2020 | 10-Nov-2020 |
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**Change History**

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| ***Ver. No.*** | ***Section*** | ***Date*** | ***Change Information*** | ***RFC No.*** |
| 1.0 | All | 03-Sep-2018 | New Release | - |
| 2.0 | All | 03-Sep-2018 | New Release | - |
| 3.0 | All | 02-Nov-2020 | Annual Review | - |
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**STANDARDS FOR SYSTEM DOCUMENTATION**

1. **Objectives**

The objective of this document is to bring uniformity to the format of customer documents produced and create a simple document template.

1. **Scope**

These standards are applicable to all customer facing documents.

1. **References to (checklists, forms, guidelines, lists, standards, templates, other processes)**

| ***Item*** | ***Description*** | ***ID*** |
| --- | --- | --- |
| Checklists | *--* | *--* |

1. **Document Structure, Glossary of Terms, etc.**

This document is organized as follows:

* Cover Page Layout
* Page Layout
* Body Text
* Paragraph Styles
* Page Headers and Footers
* Section and Sub-section Numbering
* Word Processor and Printer
* Spelling Conventions
* Table of Contents
* Optional Sections

1. **Cover Page Layout**
2. It is recommended that all customer documents that exceed 5 pages should possess a cover page that contains the following information about the document:
3. Document Name: (Calibri,24-pt,Bold,Center aligned)
4. Company Address : (Calibri, 12-pt, Center aligned)
5. Document ID : (Calibri,12-pt,Bold,Left justified)
6. <Version number> : (Calibri,12-pt, Left Justified)
7. Document Date : (dd-Mmm-yyyy)
8. **Page Layout**

## Page Size

* Unless circumstances require otherwise, all final printouts of documents must be prepared on cut paper sheets of size 8.5" X 11"
* Rough (draft) copies may be prepared on continuous, fan-fold stationary of size 8.5" X 12"

## Page Margins

1. To provide sufficient space for headers, footers and binding (or filing), page margins should be set as follows :
2. Top Margin - 0.80"
3. Bottom Margin - 0.70"
4. Left Margin - 0.80"
5. Right Margin - 0.70"

## Page Orientation

1. A “Portrait” orientation should be used for all texts, diagrams and charts as far as possible
2. When landscape orientation is used, the printout should be oriented so that a single 90 degree, clockwise rotation of the page, brings the text into the proper reading position
3. **Body Text**
4. Font: Calibri
5. Font Style: Regular
6. Size: 11
7. **Paragraph Styles**
8. Paragraphs should normally not exceed 8 lines of text. In special cases, this may be exceeded, but under no circumstances, should a paragraph exceed 12 lines
9. Paragraphs should be separated from one another by a blank line, rather than by a paragraph indent
10. Single line spacing should be used between text lines
11. **Page Headers and Footers**
12. All document pages should have a Header and Footer

## Header

1. Page headers should contain the following information :

<Document Name> : (Calibri, Normal, 10-pt, left justified)

<Document ID with version number> : (Calibri, Normal, 10-pt right justified)

## Footer

1. Page footers should contain the following :
2. <Company Name>: (Calibri, Normal, 10-pt, left justified)
3. <Page Number>: (Calibri, 10-pt, centered, in <Page No> format)
4. <Date>: (dd-Mmm-yyyy)

1. **Section / Sub-section Numbering**
2. Each major section should be numbered as follows:

<Section No>.<Sub-section No>.<Sub-sub-section No>

1. Sub-sectioning beyond two levels should be avoided

Example:

1. Main section 1

1.1 Sub-section 1.1

1.2 Sub-section 1.2

1.2.1 Sub-sub-section 1.2.1

2. Main section 2

2.1 Sub-section 2.1

1. Section heading format style:
   * Font: Calibri
   * Font Style: Bold
   * Size: 11
   * Line Spacing: Use “1.5 lines” spacing for every section heading
2. Sub-section heading format style:
   * Font: Calibri
   * Font Style: Bold
   * Size: 11
   * Line Spacing:
     + Use single line spacing after every sub-section(size:10)
     + Use 1.5 lines spacing for every section heading(size:10)
3. The above section numbers should be used to prepare a Table of Contents
4. **Spelling Conventions**
5. All documents should be subjected through the 'Spelling' utility of MS-Word. Spellings should conform to the US Convention (i.e. 'ize' instead of 'ise' 'color' instead of 'colour' etc.)
6. **Table of Contents**
7. It is recommended that all documents exceeding 8 pages should have a Table of Contents that lists the section headings and numbers along with their page numbers.
8. **Optional Sections**
9. Depending on the type of the document, the document may contain one or more of the following sections :
10. References to related documents
11. Glossary of terms
12. Index