BESTARION

CONTROLLED DOCUMENT CONVENTION

QM

DOCUMENT CONTROL

Version	Change description	Changed by	Date	Reviewed / Approved by	Date
0.1	Initiate	MinhNT	Dec 16, 2014	N/A	N/A
0.2	Update content section 4. Document Convention Add 2 tables of Document format with *.odt and *.ods	MinhNT, ThuyTT	Dec 20, 2014	N/A	N/A
0.3	Update content of section: - 5 Communication Convention and - 6 Coding Convention	MinhNT	Dec 26, 2015	N/A	N/A
0.4	Update to match new standard of document responsibilities and authorities	MinhNT	Oct 18, 2015	N/A	N/A
0.5	Revised per EPG internal review	MinhNT	Oct 22, 2015	N/A	N/A
1.0	Get approval	HongPT	Oct 27, 2015	TienDD	Oct 27, 2015
1.1	Update content section 4. Document Convention: - Change background of table heading 1/ table heading 2/ table heading 3 to "Blue 1"/ "Blue 10"/ "Blue Classic" - Change text & border of table heading 1 to "Black"	NganHHK	May 17, 2016	TienDD	May 17, 2016`
1.1.1	- Change background of table heading 1/ table heading 2/ table heading 3 to "Gray 3"/ "Gray 2"/ "Gray 1" in section 4.1 - Change "Approved by" to "Reviewed/Approved by" in section 4.2 Revision History	TrucDTT	Aug 04, 2016	MinhNT	Aug 04, 2016
1.2	Get approval	TienDD	Aug 04, 2016	TienDD	Aug 04, 2016
1.3	Add "Security Classification: INTERNAL" at the first page for this document	LanLH	Mar 31, 2017	VinhTD	Apr 03, 2017
1.4	Update signature in mailing	LanLH	Dec 06, 2017	TrucDTT	Dec 13, 2017
1.5	Update convention of Document Code, Version Number and Content Format	TrucDTT	Feb 22, 2019	TrucDTT	Feb 22, 2019
1.6	Add " the data entry rules for punctuation marks and symbols" in appendix	TienNNT	Sep 30, 2019	TrucDTT	Oct 01, 2019

1.7	- Update "Purpose" - Add "Regulation"	TienNNT	Feb 03, 2020	TrucDTT	Feb 03, 2020
2.0	Update content section 5. & section 7. Document Convention: - Update Style and Font of Guidelines, Hyperlinks, Content of data sample in templates - Update Convention of Format in Text Document Table - Change background of table heading 1 / table heading 2 / table heading 3 to "Orange (RGB: 245, 130, 32)"/ "Orange (RGB: 250, 206, 156)"/ "Orange (RGB: 253, 226, 202)" - Add guidelines: How-to choose RGB color	TienNNT	Feb 20, 2020	TrucDTT	Feb 21, 2020
2.1	Update section 5.3 "Copy Compliance": Change " Bestarion Co., Ltd" into "Bestarion"	UyenTNT	Aug 09, 2023	TrucDTT	Aug 09, 2023

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1.   Introduction

1.1.   Purpose

This document specifies conventions for naming and version of documents which are in scope of QMS & ISMS.

1.2.   Scope

This convention is applied to only the controlled documents, which are internally created by Bestarion.

Following documents are outside the scope of this convention:

● Uncontrolled documents and records

● Documents obtained from external sources (such as, government regulatory,...)

● Project documents to follow customers' conventions, regarding naming and/ or version

1.3.   Definition And Abbreviation

● BoD: Board of Directors

● QM: Quality Management

● Controlled Document: A document with its versions to be controlled, in order to ensure appropriate access to correct content. When a controlled document is to be changed, its new version must be controlled via appropriate review and approval procedures

● Document: Information and its supporting medium (text files, images, video, voice,...)

● Record: Is a kind of document which is resulted from performing operations

1.4.   References

[1] Document_Responsibility_Authority_Standard

[2] Control_Of_Documented_Information

2.   Regulation

The objective for document owner when creating a new document is no more than 1 easily identifiable error in 5 A4 pages

3.   Naming Of Controlled Non-record Documents

When a controlled document is not a record, the file name shall follow below format:

[Document Code]-[Document Name]-[Version Number]

Each part is separated by a hyphen.

3.1.   Document Code

The document code can be used as a short name to refer to the document.

Document Code is constructed by following format:

[Unit Code].[Document Type Code].[Ordinal Number]

Each part is separated by a stop ('.').

- **Unit Code**: Code representing the unit

  - In case unit is a department or portfolio: refer to corporate organizational structure for the corresponding code

  - In case unit is a sub-group within a department or a portfolio: refer to the department/ portfolio charter for the corresponding code

  - In case document apply in a sub-company, unit code may be included company name

- **Document Type Code**: Refer to [1] for the codes of document types

- **Ordinal Number** (3 digits): A unique number to differentiate documents in the same document type, belonging to the same unit

Examples: HR.GUI.234, QM.POL.001, Bestarion.IT.POL.001...

3.2. Document Name

Document name is a unique name of document, with following convention:

- The first letter of each word shall be in capital

- Words are separated by underscore character ('_')

  Examples: Project_Planning, Risk_Management.

- Document name should not include the type of document, since the type is already known in Document Code part (3.1.)

3.3. Version Number

A version number is constructed of 3 numbers: "Major version number", "Minor version number" and "Draft number".

Those numbers are separated by a underscore ("_").

[Major Version Number]_[Minor Version Number]_[Draft Number]

- **Major version number**: Started from 0. The first baseline has major version equals 1. Major version is increased when there are changes to the document content, which affect to the original meaning of the document

- **Minor version number**: Started from 0. Minor version is increased when there are only changes to enhance or correct the content, while the original meaning is intact

- **Draft number**: Started from 1. This number is increased when a draft is updated and re-submitted for review. A document may pass through several draft updates until it is baseline

- ***Note:*** *Before the first baseline of each document, draft version number for document is constructed of 2 numbers: "Major version number" and "Draft number"*

- *Examples:*

  - *QM.POL.001-Quality_Manual-0_1*   *The **first draft** of policy 'Quality Manual', issued by QM*

  - *QM.POL.001-Quality_Manual-0_2*   *The second draft, re-submitted for review*

- *QM.POL.001-Quality_Manual-1_0*   *The first baseline of policy 'Quality Manual', issued by QM*

- *QM.POL.001-Quality_Manual-1_0_1*   *The first draft version after the first baseline*

- *QM.POL.001-Quality_Manual-1_1*   *The minor baseline of the document, based on version 1.0*

- *QM.POL.001-Quality_Manual-2_0*   *The major baseline of the document, based on version 1.x*

4.   Naming Of Controlled Records

A controlled record shall be named using following format:

[Record Code]-[Record Name]-[Version Number]

Each part is separated by a hyphen.

For [Record Name] and [Version Number], follows the same conventions as described in 3.

4.1.   Record Code

A record code is a unique code, used as a reference to a specific record.

Record Code is constructed by following format:

[Unit Code].[Record Type Code].[Ordinal Number]

 Each part is separated by a stop ('.')

- **Unit Code**: Refer to 3.1. for the description

- **Record Type Code**: Each unit shall define its own record types in the unit's record management plan, as per procedure

- **Ordinal Number** (3 digits) (optional): A unique number to differentiate records in the same record type, owned by the same unit

Examples: *HR.HDLD.2135: a record #2135 in record type HDLD ("Hop Dong Lao Dong").*

5.   Convention Of Content In Textual Document

This section specifies the convention for content in a controlled textual document.

5.1.   Content Format

The content format of a controlled textual document:

- **Body text**
  - Alignment: Justified
  - Font: Arial, 10pt, Black
- **Margin**: setup margin as following: (Format_ Page _ [Tabs])
  - Right, Left, Top, Bottom: 0.59 inch
  - Header, Footer: 0.30 inch
- **Date format** used in document content shall be MMM DD, YYYY. Example: Jan 26, 2015

- **Guidelines**: the content of guidelines should be between two brackets:
  - Style : *[info orange with square brackets]*
  - Font: Arial, 10 pt, Italic, Orange (RGB: 245, 130, 32)
- **Content of data sample in templates**: data sample in templates should follow the format:
  - Style : *[info orange with square brackets]*
  - Font: Arial, 10 pt, Italic, Orange (RGB: 245, 130, 32)
- **Reference**: the references that are mentioned in a document should follow the format:
  - Font: Arial, 10 pt, Normal, Black – If reference is hyperlink, font style should be Underline, Blue4
- **Note:** the references that are mentioned in a document should follow the format:
  - **Font: Arial, 10 pt, Normal, Black**

Section	Style	Font	Size	Alignment	Color
DOCUMENT TITLE	Document Title	Arial, Uppercase	36	**Writer / Word**: Center **Spreadsheet / Excel:** Left	Orange (RGB: 245, 130, 32)
PROJECT / UNIT TITLE	Project Title	Arial, Uppercase	18	**Writer / Word**: Center **Spreadsheet / Excel:** Left	Black
Security classification / Last updated by / Effective date / Version / Template ID	Table Contents	Arial, Bold	9	Left	Black
DOCUMENT CONTROL / TEMPLATE CONTROL / TABLE OF CONTENTS / INDEX OF TABLES / INDEX OF ILLUSTRATION	Heading	Arial, Bold, Uppercase	15	Left	Orange (RGB: 245, 130, 32)
Version / Change description / Changed by / Date/ Approved by / Date …	Table Heading	Arial, Bold	10	Left	Black
Header	Header/	Times New	9	Left	Gray (RGB:

Section	Style	Font	Size	Alignment	Color
Footer	Footer	Roman			179, 179, 179)
1. Heading 1	Heading 1	Arial, Bold	12	Left	Orange (RGB: 245, 130, 32)
1.1. Heading 2	Heading 2	Arial, Bold	11	Left	Black
1.1.1. Heading 3	Heading 3	Arial, Bold	10.5	Left	Black
● List 1/ Numbering 1	List 1/ Numbering 1	Arial	10	Left	Black
• List 3	List 3	Arial, Regular	10	Justified	Black
Table Heading 1	Table Heading 1	Arial, Bold	10	Left	- Black: Text & border - Orange (RGB: 245, 130, 32): Background
Table Heading 2	Table Heading 2	Arial, Bold	10	Left	- Black: Text - Orange (RGB: 250, 206, 156): Background
Table Heading 3	Table Heading 3	Arial, Bold	10	Left	- Black: Text - Orange (RGB: 253, 226, 202): Background
Captions	Table/ Illustration	Arial, Italic	9	Center	Black

Table 1: Convention of Format in Text Document

Note:

- *Format – Paragraph – Text Flow – Select Orphan Control, Widow Control to arrange the paragraph of each page*

- *Refer to the data entry rules for punctuation marks and symbols in section 7.1.*

● *Refer to How-to choose RGB color in Open Office and Microsoft Office in section 7.2.*

5.2. Revision History

● This revision history shall be applied in all controlled documents, to describe historical changes causing different baselines of a document

● Revision history shall use following format

Version	Change description	Changed by	Date	Approved by	Date
<x.y>		*<First Name><First Character of Last Name><First Character of Middle Name>*	*<MMM DD, YYYY>*	*<First Name><First Character of Last Name><First Character of Middle Name>*	*<MMM DD, YYYY>*

Table 2: Convention of Revision History

● When a document is baseline, its history of draft versions relevant to the baseline can be removed from revision history

5.3. Copyright Compliance

Any quoted picture or content that is used in document must be authorized by the owner and listed in the reference information clearly.

Copyright (Copyright © 2023, Bestarion)

5.4. Security Classification For Documents

The Classification is determined basing on data security and confidentiality. According to the general definition for all documents or data within the Bestarion Information Security Policy, the Classification must assume one of these values.

6. Convention Of Official Emails

Official emails to be exchanged, either internally or externally, shall follow convention described herein.

6.1. Email Subject

Subject is mandatory for all emails, with a meaningful text and following this format:

● Mail subject is used for communicating in company business work

[Unit Code/ Project Code_Group Code] – Email Subject

Refer to 3.1. for how to use unit code/ project code.

Example:

> *[QM] – Project Quality Weekly Report – Week# 42*
>
> *[QM] – Ban hanh Quy_Che_Tien_Luong_Thuong_1_4.odt*
>
> *[HR] – Thông Báo Nghỉ Tết 2015*
>
> *[McKI_Team1] – Project Weekly Report – Week #38*

- When email is to communicate with external bodies, use [Bestarion] in prefix of the email subject

[Bestarion] – Email Subject

Example:

> *[Bestarion] – Job offer for Nguyen Van A in position HR Manager*

6.2. Signature In Mailing

The signature is mandatory in mailing because it helps the recipient knows who concludes the email.

There are 2 types of signature in mailing:

- Signature in mailing without personal image: Refer to <u>Template_Chu_Ky_Email_Khong_Co_Hinh</u>
- Signature in mailing with personal image: Refer to <u>Template_Chu_Ky_Email_Co_Hinh</u>

Note: *Encourage to use signature in mailing with personal image in case users work with customer via email (e.g. Project Manager, Business Analyst, Sales and Marketing,...).*

7.   Appendix

7.1.   The data entry rules for punctuation marks and symbols

The table below describes the data entry rules for punctuation marks and symbols.

Punctuation / Symbols	Name	Space Before	Space After
,	Comma	No space	Space
,	Point	No space	No space
.	Period	No space	Space
.	Dot	No space	No space
;	Semicolon	No space	Space
:	Colon	No space	Space
!	Exclamation mark	No space	Space
?	Question mark	No space	Space
-	Hyphen	No space	No space
_	Dash	Space	Space
/	Forward slash	Space	Space
...	Etc.	No space	Space
[...]	Ellipsis	Space	Space
(	Open bracket	Space	No space
)	Close bracket	No Space	Space
[	Open square bracket	Space	No space
]	Close square bracket	No space	Space
{	Open curly bracket	Space	No space
}	Close curly bracket	No space	Space
"	Open double quotation mark	Space	No space
"	Close double quotation mark	No space	Space
'	Open single quotation mark	Space	No space
'	Close single quotation mark	No space	Space
'	Apostrophe	No space	No space
*	Asterisk	No space	Space
&	Ampersand	Space	Space
+ - x ÷ ± = ≠ < > ≤ ≥ ~ ∑ ...	Math symbols	Space	Space
°	Degree	Space	No space
°	Degree Celsius	No space	Space
%	Percent	Space	Space
g, cm, h, s, l,...	Measurement unit	Space	Space

$, £, €, đ,...	Monetary unit	Space	Space

Table 3: Data entry Rules

7.2.   How to choose RGB color

● In Open Office

■ You reach these options with **Tools → Options → OpenOffice.org → Colors**

■ You can add a new color to the current palette. Enter a new name in the Name field and set the desired color values. Click **Add**. The new color will be added to the end of the palette and stored in the currently active palette
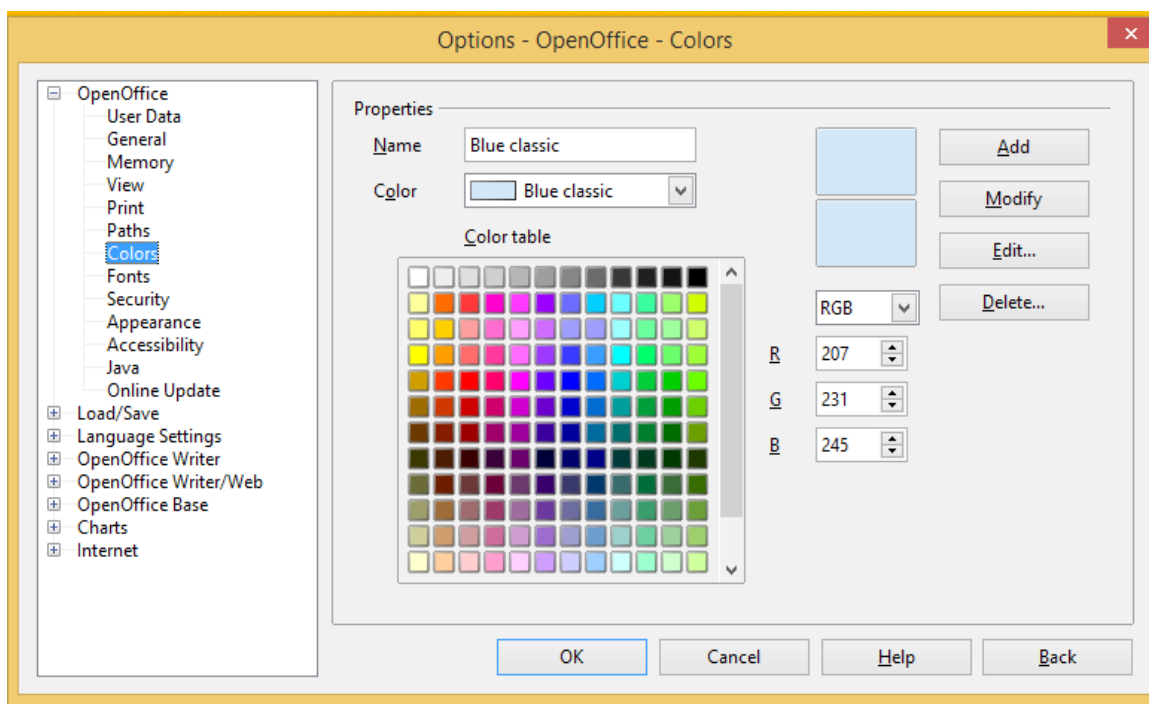

Illustration 1: Choose RGB color in Open Office

■ By changing these values you manipulate the color tone. Either enter a number directly or use the spinners on the right side of each field. The change in color will be shown in the lower color field. Click the button **Modify** to apply and store the new setting

● In Microsoft Office

■ You reach these options with select the font color tool from the **Home** ribbon and click on **More Colors …** from the drop-down menu

■ From the Colors menu that pops-up, select the **Custom tab**. Make sure that the **Color model** selected is RGB and enter a number directly in each box. Click **OK**
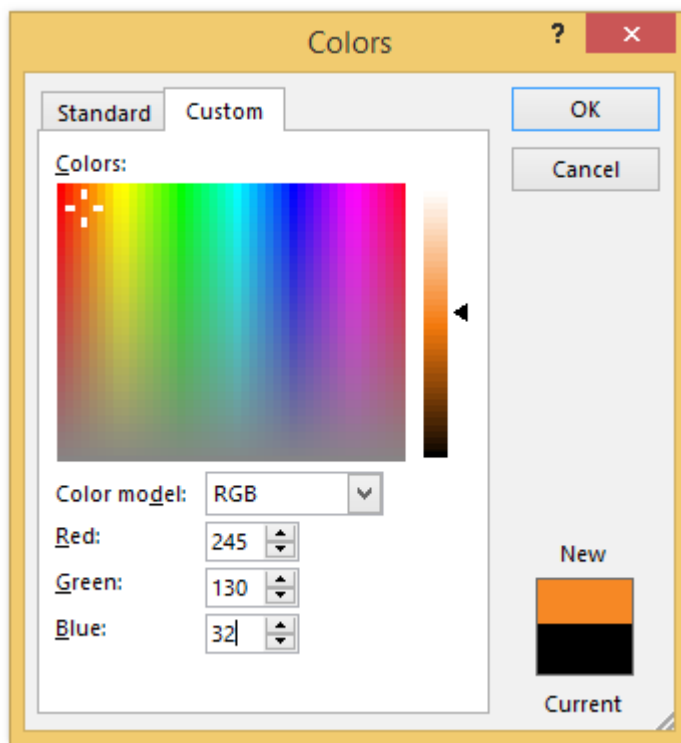
Illustration 2: Choose RGB color in Microsoft Office 2013