



Republic of the Philippines
 Nueva Ecija University of Science and Technology
 General Tinio Street, Cabanatuan City
 ISO 9001:2015


QUALITY SYSTEM PROCEDURE

Title:	Change Management		
Document No:	NEUST-QMS-P004		
Rev. No:	00	Effective Date:	September 12, 2018

DOCUMENT REVISION HISTORY

Rev. No	Effective Date	DCN Number	Details	Initiator
00	September 12, 2018		First Issue	Dr. Analyn M. Gamit

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CHANGEMENT MANAGEMENT			

1.0 PURPOSE

- 1.1 The purpose of this procedure is to define the methods for managing changes to processes and other aspects of the management system in a controlled manner.

2.0 SCOPE

- 2.1 Where this document discusses changes to processes, this shall be understood to mean the top-level processes identified in the NEUST
- 2.2 Quality Management Representative is responsible for implementation and management of this procedure.

3.0 REFERENCE DOCUMENTS

- 3.1 ISO 9001:2015 QMS

4.0 DEFINITION OF TERMS

- 4.1 Process Output – the result of any process; these are typically defined for each top-level process.


5.0 RESPONSIBILITIES

- 5.1 The QMR is responsible for implementation and management of this procedure.

6.0 PROCEDURES

6.1 Change to Processes

- 6.1.1 Management system processes will undergo changes, typically when:
- 6.1.1.1 Improvement opportunities have been identified, typically to improve process effectiveness
 - 6.1.1.2 Nonconformities within a process are identified and require corrective action
 - 6.1.1.3 Conditions in the industry or company change, requiring a process to be updated
 - 6.1.1.4 New processes are added which impact on existing processes, requiring changes
 - 6.1.1.5 Client requirements result in a need to change processes
 - 6.1.1.6 Any other reason determined by management
- 6.1.2 In such cases, the process must be changed in a controlled manner to ensure proper authorization and implementation of the changes.
- 6.1.3 At a minimum, process changes shall include the steps herein:
- 6.1.3.1 The request for a process change shall be documented, typically in a CAR Form Name per the procedure Corrective Action Procedure. The justification for the change shall be recorded.

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6.1.3.2 The change shall be reviewed by appropriate management, including the office responsible for the process. Changes must be approved prior to implementation.

6.1.3.3 The appropriate Change Management Procedure will be updated to reflect the change. This document will undergo review and approval per the procedure *Control of Documents Procedure*. The revision indicator of the Change Management Procedure will be incremented, and the nature of the change recorded.

6.1.3.4 The follow-up verification step of the CAR process shall seek to ensure the change has had the intended effect, and/or has improved the process. If not, the change may be rolled back or a new change made to correct any new issues that arise as a result of the change.

6.2 CHANGES TO PROCESS OUTPUTS

6.2.1 The methods for changing process outputs are typically defined in the Change Management Procedure. Where a process output is a document, the rules for changing documents above shall apply.

6.2.2 Formal changes to process outputs will be used when the change is significant. Minor changes may be made without formal control, however the decision on what constitutes a significant vs minor change must be agreed upon by those involved in the change. If a client indicates a change is significant, this will trump any internal decision.

6.3 CHANGES TO DOCUMENTATION

6.3.1 Management system documents undergo changes when there is a need to revise them.


6.3.2 Changes to documentation are done in accordance with the procedure *Control of Documented Information Procedure*.

6.4 CHANGES TO ORDERS OR CONTRACTS

6.4.1 Changes to active orders or contracts may occur when the client changes the requirements after the work has begun, or may be initiated by NEUST when unforeseen circumstances are encountered.

6.4.2 When changes are initiated by the client, the new requirements will undergo the same review and acceptance per the procedure _____. If the changes cannot be accepted by the second party, a satisfactory solution will be negotiated with the client.

6.4.3 When changes are initiated by second party will notify the client and negotiate a resolution.

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7.0 RECORDS

7.1 Corrective Action Report