

<i>Consultative Services - Bureau Operating Procedures</i>	<i>Effective - November 1999</i>	<i>Revision 4: 05/11/16</i>
<i>The controlled copy is stored electronically. Printed copies must be compared to the intranet (One Stop Shop) version.</i>		

## **BOP #2 (formerly 4.08.01)**

**Document Title: Case File Management and Quality (Formerly-Product Identification and Traceability)**

**Approval Authority: Bureau Chief**

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### **A. PURPOSE**

This procedure outlines the process for ensuring quality of Consultative Services Bureau case files.

### **B. SCOPE**

This procedure applies to Consultative Services employees involved with controlling and identifying products, primarily Consultative case files.

### **C. DEFINITIONS**

Consultation Case file- A file of the forms and documentation prepared by Consultative Services employees as a result of a consultative visit.

Fiscal Year- A year measured from October 1 of the current year to September 30 of the coming year (i.e. October 1, 2016 to September 30, 2017 is one fiscal year—FY 2017).

### **D. RESPONSIBILITIES AND AUTHORITIES**

1. Processing Assistant- Responsible for entering a request. Responsible for ensuring proper maintenance of case files according to employer name and fiscal year.
2. Safety and/or Health Consultant- Responsible for creating case file.
3. Safety and/or Health Consultant Supervisor- Responsible for assigning requests to consultant.

### **E. REQUIREMENTS**

1. Employer must request a consultation visit in writing and must sign the form agreeing to correct all hazards.

## **F. ACTION STEPS**

1. The Processing Assistant receives a written, signed request for services from the employer or consultant.
2. The Processing Assistant enters the request into OSHA Express.
3. The Processing Assistant sends a letter to the employer that the request has been received, unless advised otherwise.
4. The request is given to the supervisor, who assigns each to a consultant.
5. All services administered and customer contacts are tracked to the establishment name, request or visit number by the consultant.
6. The consultant completes the visit in accordance with the appropriate BOP #4(A-E), completes and closes the case file and gives it to their supervisor.
7. The Consultative Services Bureau management and/or personnel may reject any service or work product that does not meet the established quality standards and criteria.
8. The Consultation processes must be conducted in accordance with CPPM as appropriate.
9. The Processing Assistant files the case file according to the fiscal year in which the request was closed, as well as alphabetically by employer name.
10. Case files are retained and disposed of in accordance with the requirements found in the Records Retention and Disposition Schedule.

## **G. QUALITY RECORDS**

1. Consultation Case File

## **H. DOCUMENT CONTROL**

1. The content of this BOP is the responsibility of the Bureau Chief.
2. This procedure is maintained electronically.

## **I. REVISIONS**

4.08.01 D3 and D4	Rev 1	03/01/00	Reword "Safety and/or Health"
4.08.01 F3	Rev 2	10/01/00	Clarification of procedure
4.08.01	Rev 3	06/01/14	Broad update to include OSHA Express and personnel changes.
BOP 2	Rev 4	05/11/16	Update definitions and policy storage location.