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BOP 4.02.11

Document Title: Quality System Documentation

Effective Date: October 1, 2011

Approval Authority: Bureau Chief

A. PURPOSE

This Bureau Operating Procedure (BOP) defines the system by which the Planning, Statistics and Information Management Bureau develops and controls its quality documentation. Procedures are critical to the bureau's quality management system because they describe the methods of operation, requirements, and assigned responsibilities for all activities covered by the Occupational Safety and Health Division Quality Policy APN-13. This bureau, as a whole or in specific sections, will develop, follow and control procedures that apply to their functions. Documents are created and/or revised as requirements, methods, and responsibilities evolve and change.

B. SCOPE

This procedure applies to all Planning, Statistics and Information Management Bureau personnel who develop or follow procedures as part of the bureau's quality management system and its documentation.

C. DEFINITIONS

- A. **Attachment** - Any required form, document or electronic record used to explain or illustrate some aspect of a procedure.
- B. **Bureau Chief, Planning, Statistics and Information Management Bureau** - Individual responsible for ensuring that a quality system is established, implemented, and maintained in accordance with the OSH Administrative Procedure Notice.
- C. **Bureau Quality/Document Coordinator** - Individual assigned the responsibility for all aspects of the documentation requirements for the Bureau Quality Plan (BQP), the Bureau Operating Procedures (BOPs) and for the quality documentation system.

- D. **Bureau Operating Procedures (BOPs)** - Describes the bureau's accepted method for completing a specific process, meeting specific requirements or performing a specific task. BOPs also describe rules, regulations, or standards that govern work and are unique to the bureau.
- E. **Controlled Document List** - An electronic listing of the PSIM Quality Plan, PSIM Operating Procedures, quality records from the quality plan and operating procedures, and attachments.
- F. **Document Approval Record** - A list of the quality plans and procedures with original approval signatures.
- G. **Procedures** - Describe the requirements, assigned responsibilities, and methods of operation for covered activities within the quality system.
- H. **Quality Records** - Document created as a result of an operating procedure or completion of a bureau service.
- I. **Quality Records Register** - An index of Planning, Statistics and Information Management Bureau quality records showing the location of the records in either hard copy or electronic format and the retention period for those records.
- J. **References** - Documents providing background or supplementary information.
- K. **Rescinded Document List** - Electronic file where obsolete or documents no longer in use are retained for reference.

D. RESPONSIBILITIES AND AUTHORITIES

- 1. **Bureau Chief** –
 - a. Signature authority for the bureau's BQP and BOPs.
 - b. Identify requirements that warrant procedures, oversees the writing, review and revision of BQP and BOPs.
 - c. Ensures that bureau employees are indoctrinated in the use of BOPs.
- 2. **Bureau Quality/Document Coordinator** -
 - a. Serves as a liaison to the Bureau Chief and the OSH Lead Auditor on all bureau material related to quality system documentation.
 - b. Assists bureau staff in the numbering scheme and revisions of BOPs.
 - c. Handles the writing, review, and revision of BQP and BOPs.
 - d. Oversees the electronic system that controls, distributes, and archives system documentation for the bureau.
 - e. Assists Bureau Chief in developing a bureau training process.
- 3. **Deputy Commissioner/OSH Director** –
 - a. Signature authority for PSIM's Operating Procedures.

E. REQUIREMENTS

1. The Bureau Operating Procedures and all other quality documents shall be reviewed at least once a year to ensure that the documents are accurate and appropriate for the activities described.
2. Each BOP shall have a descriptive title and a unique document number that identifies it by type, revision status, and describes its place in the document system hierarchy.
3. The standard format system for BOPs is addressed below:
 - A. **PURPOSE** - States the purpose served in the document, it may identify any external requirements; the input, process, or output described in the document, any technical or administrative limitations governing the use of the document.
 - B. **SCOPE** - Serves to qualify the applicability of the document by defining employees and work applications affected by the process described in the procedure.
 - C. **DEFINITIONS** - Defines specialized or unique terminology needed for users to understand the procedure. If two or more definitions are listed they are alphabetical unless some other order is necessary for clarity. If there are no definitions, the section reads "None."
 - D. **RESPONSIBILITY AND AUTHORITY**- Provides clear, short summary statements that tell the user who is responsible for the actions described in the procedure or who has authority or control over the processes described.
 - E. **REQUIREMENTS** - Identifies conditions that must be met before the procedure can be implemented, standards that must be adhered to, or specific qualifications or training required of operators. It may state what regulations, guidelines, and checklists/forms requirements must be followed.
 - F. **ACTION STEPS** - Describes the sequential steps that may be taken and by whom. Necessary details about how the procedural steps are to be carried out are included. This section may be more general in nature and simply outline a process or it may refer the reader to a flowchart that details the actions, steps, or procedure.
 - G. **QUALITY RECORDS** - Identifies the specific records generated by the procedure which demonstrate evidence of procedure compliance.
 - H. **DOCUMENT CONTROL** - Identifies who has control of the content or information provided in the document. It also identifies the document coordinator as the control authority for the physical document.
 - I. **REFERENCES** - Lists any external or internal documents that may provide back- up information for the procedure. The notation "latest revision" may be included, unless a specific revision applies. The last reference identifies which, if any, elements or standards are addressed by the procedure. The references listed are not considered part of the bureau's document control system.
 - J. **ATTACHMENTS** - Attachments may reference PSIM personnel responsible for maintaining the attachment and where it may be found.
 - K. **REVISIONS** - Identifies changes to the previous version of this procedure. Include revision date and summary explanation of change.

F. ACTION STEPS

1. Specific steps for creating new documents or addressing revisions to current documents are contained in **BOP 4.05.11 Document and Data Control**.

G. QUALITY RECORDS

1. **Quality Records Register**
2. **Controlled Document List**
3. **Document Approval Record**
4. **Operating Procedures**

H. DOCUMENT CONTROL

The content of this BOP is the responsibility of the Bureau Chief. Requests for interpretation of the provisions of this procedure and suggestions for changes should be addressed to the Bureau Quality/Document Coordinator. This procedure is maintained electronically.

I. REFERENCES

None

J. ATTACHMENTS

None

K. REVISIONS

- 1) (Remove ISO 9001 Standard References).
- 2) (Remove References to PSIM Quality Plan, rescinded document file).
- 3) (Changed definition of Bureau Quality Coordinator and Bureau Document Coordinator and combined into one – Bureau Quality/Document Coordinator).
- 4) Reviewed April 2013.
- 5) Reviewed January 2014.
- 6) Reviewed June 2015.