DOCUMENT CONTROL PROCEDURE (CIS-P008)

Clarksville-Montgomery County School System

1.0 SCOPE:

1.1 This procedure outlines the document control process for maintaining the Clarksville-Montgomery County School System's Continuous Improvement System.

2.0 RESPONSIBILITY:

2.1 Director of Continuous Improvement

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

3.0 APPROVAL AUTHORITY:

3.1 Chief Communications Officer

4.0 DEFINITIONS:

4.1 Continuous Improvement System (CIS): referred to as Educational Organization Management System in ISO 21001:2018.

4.2 Senior Leadership Team (SLT): Director of Schools, Department Chiefs, Level Directors, District Accountability and Data Analyst.

4.3 Clarksville-Montgomery County School System (CMCSS)

4.4 Documented information: Information and its supporting medium. The medium can be paper, magnetic, electronic or optical computer disc, photograph, or master sample, or a combination thereof.

4.5 Document Control Point of Contact: person(s) appointed to track documented information, maintain external document list and provide assistance to personnel requesting document revisions, additions, or deletions at the department level.

4.6 External documents: Those vital few documents required by law or critical to the operations of each department, as identified by each department, maintained by an agency or organization not within CMCSS.

4.7 Record: A completed document stating results achieved or providing evidence of activities performed.

5.0 PROCEDURE:

Document Approval

5.1 Documents controlled and maintained through the Office of Policy and Continuous Improvement are approved prior to release according to the requirements of the document's approval authority and this procedure.

5.1.1 Document approval must be at the appropriate level and verified through the ISO Document Review Portal on Classlink. All document approvals will be retained by the Director of Continuous Improvement.

5.2 Documents requiring logo updates or minor grammatical changes ONLY do not require written approval, and the document revision dates do not need to be modified in these instances. The Continuous Improvement contact will make the determination as to whether a grammatical change is minor.

5.3 Approval requirements for documents controlled through the Office of Policy and Continuous Improvement are:

5.3.1 Continuous Improvement Manual: Director of Schools, Director of Continuous Improvement and/or Senior Leadership Team;

5.3.2 Other department manuals: Department Chief/designee;

5.3.3 Administrative policies: Director of Schools and Senior Leadership Team;

5.3.4 Procedures: Department Chief/designee;

5.3.5 Forms, work instructions, training manuals, and guides: Department Chief/designee.

5.4 Revisions or deletions are reviewed and approved by the approval authority for the respective department.

5.5 Department Chief/designee will review policies annually, at a minimum, in accordance with the Policy Annual Review Cycle (CIS-G024), to determine the need for revision and communicate reviews to the CI Coordinator.

5.6 Documents controlled through the Office of Policy and Continuous Improvement are available primarily through the district website. Hard copy documents are for reference only. Online versions are the official version of all documents in the master documents library.

5.6.1 Some documents are not intended to be retrieved through the district website. As such, these documents are listed on the website with the revision date only when appropriate. Documents as listed on the website may also serve as placeholders to direct users to a portal or other location to access the document.

5.7 Controlled documents are legible and readily identifiable to ensure proper use and deployment with the continuous improvement system.

5.8 External document lists are maintained by the document control points of contact at the department level. External document lists will be kept current on department webpage.

5.9 For documents controlled through the Office of Policy and Continuous Improvement, obsolete documents are removed from the active master document list and/or hard copy location to prevent unintended use. Obsolete documentation is removed from the ISO Document Portal and retained in an archived folder on the server.

Document Review

5.10 When a revision to a document is required over the course of an annual document review cycle, the Document Control Point of Contact will retrieve the editable version of a document through the ISO Document Review Portal in Classlink.

5.11 The individual revising a document should use the track changes feature in Word to note changes. For more information about how to use this feature, please see CIS-G026 Technical Writing Guide.

5.12 Once revisions have been made, the Document Control Point of Contact will submit the document for review to the Department Approval Authority. The Point of Contact should note what changes were made to the document in the "notes" section on the portal to ensure maximum clarity between revision versions.

5.13 The Department Approval Authority should receive notification that a document awaits his/her approval, and can go into the portal to review and approve changes. This approval trail will be tracked in the Document Review portal for the Office of Policy and Continuous Improvement.

5.14 Once revisions are finalized at the Department Level, the document will route to the appropriate contact in the Office of Policy and Continuous Improvement for final approval and processing.

Record Retention

5.15 Records maintained to provide evidence of the conformity, implementation, and effective operation of the CIS are defined in all official procedures.

5.16 The identification, retention, storage, disposition, and protection of each record are defined in the record retention table of the document. The only exception is policies, which don't require a retention table as there is no retention or disposition time attached to policies.

5.17 Records retained are required to be legible, readily identifiable, and appropriately retrievable.

5.18 The following controls have been initiated for quality records:

5.18.1 Retrieval: This section is not listed in the record retention table. Retrieval for all records listed is through the manager of the areas or associated employees.

5.18.2 Identification: The title of the record is identified in the record retention table.

5.18.3 Storage: The storage of the record is defined by whether the record is hard copy or electronic and where the record is stored. This requirement is listed in the record retention table.

5.18.4 Protection: Protection of documents is primarily through electronic back up, fireproof locations, or where the loss of the record would not adversely affect the system. This requirement is listed in the record retention table.

5.18.5 Retention time: This requirement, listed on the record retention table of each document, indicates the minimum time period the record is to be maintained. In addition, the retention may be in terms of quantity such as the last three revisions of the document.

5.18.6 Disposition: The disposition of each quality record is listed in the record retention table. The disposition may include archiving the record if electronic, shredding the record, deleting the record, discarding the record or by any other means that is the discretion of the manager. This is indicated as "Discard as Needed" on the records retention table of the document.

5.19 Department Chiefs/designees are responsible for record retention as detailed in their respective department documents.

6.0 ASSOCIATED DOCUMENTS:

6.1 Continuous Improvement Quality Manual CIS-M001

6.2 Master Document List

6.3 External Document Lists

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
Master List of Documents External Documents List	Electronic on the CIS network drive & CMCSS website	Ongoing maintenance of revisions	Archive	Electronic Back-up
Administrative Policies	Electronic on the CIS shared network drive & CMCSS website, hard copy in the CIS Office	Ongoing maintenance of revisions, hard copies are kept indefinitely	Archive Permanent hard copies	Electronic Back-up Secured Building

8.0 REVISION HISTORY:

Date:	Rev.	Description
12/13/02		Initial Release
5/21/03	A	Add training manual to 5.1 as a new 5.1.5, renumber, add training manual to 5.1.6 and 5.3.4, add new 5.4, renumber
9/05/03	B	Replace Quality Records with Continuous Improvement System Manual in 6.2
2/14/04	C	Revise obsolete document information in 5.11, add master document list and external document list to 6.0

10/28/04	D	Add Department Head/designee in 5.6
4/11/06	E	Change title of responsibility & in 5.8, Add 5.2.1
5/28/08	F	Reference Administrative Policies and Guides
2/17/12	G	Changed Process Management to Continuous Improvement, PRM to CIS. Reworded 5.1.9 to include org charts to be found on website, 5.3. Deleted 5.4, changed “internet” to district website, revised 7.0 to include shared network drive.
4/5/13	H	Added to Scope - Non-QMS documents that are stored within personal office are considered reference documents and are not under document control. It is the responsibility of the user to ensure that the currency of the information is appropriate for the task.
3/24/15	I	Significant changes throughout to include better defining how district controls documents and revised approval requirements
1/26/16	J	Updated definitions. Added information to more clearly define documentation requirements and responsibilities. 5.2.3 Added document control POC statement. Record retention procedure (CIS-P002) obsolete. Information added to this procedure.
4/18/16	K	Added “For reference only” to 5.5.
11/26/17	L	Changed “management representative” to “director of continuous improvement”.
11/15/21	M	Changes throughout to reflect move to the ISO Document Review Portal. Added a table of Policy and Continuous Improvement contacts for departments across the district. Replaced references to ISO 9001:2015 to ISO 21001:2018.

*****End of procedure*****