



Municipality of San Vicente  
**Quality Management System**  
Control of Documented Information Procedure

Doc Ref No.:	QMS
Effective Date:	
Revision No.:	
Page No.:	1 of 11

## 1.0 Objective

The purpose of this procedure is to define the requirements for the following:

- a) Creation, review, approval, distribution, use, and revision of the LGU of San Vicente's Quality Management System (QMS) documented information to be maintained; and,
- b) Define the requirements for the identification, storage, protection, retrieval, retention time and disposition of documented information to be retained.

## 2.0 Scope

This procedure applies to all internal and external documents identified by the organization as required by the QMS.

## 3.0 Definition of Terms

Document Controller	A person assigned to control the documented information and oversee implementation of the Control of Documented Information
Documented Information to be maintained	<p>This documented information instructs LGU of San Vicente's staff on how to carry out activities and tasks. This may also refer to documents.</p> <p>The medium can be paper, electronic or optical computer disc, photograph or a combination thereof.</p> <p>Levels of internal documents: Level 1: Policies and Plans Level 2: QMS Manual Level 3: QMS Procedures and LGU of San Vicente-Wide Documents Level 4: Division/Unit/Office Level Documents</p>
Documented Information to be retained	These documented information provide evidence of LGU of San Vicente having met or not met the requirements. This may also refer to records.
Document Masterlist	A list that identifies the documents required by the QMS
Document Routing Slip (DRS)	A form used to document the history of review, approval, and traceability of documents.



Municipality of San Vicente  
**Quality Management System**  
 Control of Documented Information Procedure

Doc Ref No.:	QMS
Effective Date:	
Revision No.:	
Page No.:	2 of 11

Internal Document	A document generated by the different offices/units of the LGU of San Vicente
External Document	A document received by the LGU of San Vicente from external sources, such as policies from oversight agencies and other stakeholders
Controlled Copy	A document copy subject to further document control after it is issued
Uncontrolled Copy	A document copy not subject to further document control after it is issued
Originator	Unit/ Section/Division Head who creates/revises a document
Copy Holder	A person/office/unit who was given a copy of the document

#### 4.0 Reference Documents

NAP General Records Disposition Schedule  
 LGU of San Vicente's Records Retention and Disposition Schedule

#### 5.0 Procedure Details

##### A. Documented Information to be maintained

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Create or revise document	<ul style="list-style-type: none"> <li>• Create a new document</li> <li>• Revise an existing document</li> </ul>	Originator	--
5.2	Review and approve document	<ul style="list-style-type: none"> <li>• Review and approve document</li> </ul>	Management	DRS



Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.3	Register documents	<ul style="list-style-type: none"><li>• Assign document code</li><li>• Update document masterlist</li><li>• Register external documents</li></ul>	Document Controller	DRS Document Masterlist Logbook of External Documents  Office of the Municipal Mayor
5.4	Distribute document	<ul style="list-style-type: none"><li>• Prepare controlled copies of document for distribution</li><li>• File master copy of document</li><li>• Receive controlled copies of document and return any obsolete copies to Document Controller for disposal</li></ul>	Document Controller  Copy Holders	DRS
5.5	Archive obsolete copy	<ul style="list-style-type: none"><li>• Archive obsolete master copy of document and recycle other obsolete copies</li><li>• File document masterlist</li></ul>	Document Controller	Control of Records

### 5.1 Creation/ Revision of Document


5.1.1 Document originator prepares the document or revises the document as a result of review of procedures and systems.

5.1.2 The standard content of the QMS Manual are the following:

a. Cover Page

	Municipality of San Vicente <b>Quality Management System</b> Control of Documented Information Procedure	Doc Ref No.:	QMS
		Effective Date:	
		Revision No.:	
		Page No.:	4 of 11

b. Header


	Municipality of San Vicente <b>Quality Management System</b> (Insert Title of Document)	Doc Ref No.:	QMS
		Effective Date:	
		Revision No.:	
		Page No.:	4 of 11

- c. Table of Contents
- d. Introduction
- e. LGU Profile
- f. QMS Scope
- g. Management Processes
- h. Core Processes
- i. Support Processes
- j. Control of External Providers
- k. Procedure Details
- l. Review and Amendment
- m. Approval
- n. Annexes
- o. Footer

This document is a sole property of LGU San Vicente, Palawan. Unauthorized reproduction in part or in whole renders the copy unofficial. Any external disclosure is prohibited without the written approval of the Local Chief Executive.

5.1.3 The standard content of the procedures and guidelines are the following:

a. Header

	Municipality of San Vicente <b>Quality Management System</b> (Insert Title of Document)	Doc Ref No.:	QMS
		Effective Date:	
		Revision No.:	
		Page No.:	4 of 11

- b. Cover Page
- c. Introduction
- d. Scope
- e. Definition of Terms
- f. Procedure Details
- g. Review and Amendment
- h. Approval
- i. Annexes
- j. Footer

5.1.4 The standard content of the forms are the following:

a. Title



Municipality of San Vicente  
**Quality Management System**  
Control of Documented Information Procedure

Doc Ref No.:	QMS
Effective Date:	
Revision No.:	
Page No.:	5 of 11

- b. Form Code
- c. Latest Revision Date  
Control Number, if necessary.

5.1.5 Standard Formatting Guidelines for the manuals and procedures are as follows:

- a. The title page shall bear the official logo of San Vicente LGU located at the upper left corner. The Official SVP LGU logo should follow the style set in the SVP LGU QMS Manual.
- b. Official Paper Size: 8.27" x 11.69" (A4)
- c. Margin: Top-0.75", Left- 1.5", Right/Bottom-0.75"
- d. Footer, if necessary
- e. All manuals and procedures shall have a disclaimer on its footer which states that: "This document is a sole property of LGU San Vicente, Palawan. Unauthorized reproduction in part or in whole renders the copy unofficial. Any external disclosure is prohibited without the written approval of the Local Chief Executive."

5.1.6 Standard Formatting Guidelines for forms are as follows:

- a. Form code is at the top right part of the form
- b. Document version on the bottom left following this format: Version number and date (yyyy-mm-dd). (Ex. v1-2020-08-07)

5.1.7 A unique code for each department/division and type of document is assigned to ensure traceability of documents. See Annex A – Document Coding List.

5.1.8 A Document Routing Slip (DRS) is attached to the document to trace the review and approval of the created/revised document.

5.1.9 Where an internal document has been revised, the document originator indicates the nature of revision in the DRS. The revised text in the document is identified by italics.

5.1.10 The concerned process owner, as necessary, meets with others concerned, to discuss proposed creation or amendment or deletion of policies, procedures, guidelines or work instructions, and prepares the draft document or proposed document for deletion.



## 5.2 Document Review and Approval

5.2.1 Review and approval ensures that the documents are appropriate to the needs of the organization in general and the intended use of the document in particular.

5.2.2 Review and approving authorities depend on the type of document, which is outlined as follows:

Document	Originator	Review	Approval
Policies and Plans	Office/Department Heads	Municipal Administrator	Municipal Mayor
QMS Manual	QMS Leader & QMS Core Team	Municipal Administrator	Municipal Mayor
QMS Procedures and LGU of San Vicente-Wide Documents	QMS Core Team/ Office Heads	Municipal Administrator	Municipal Mayor
Unit/Office Level Documents	Process Owners	Office/Division Heads	Department Heads

5.2.3 Review and approval of old reference manuals considers the need for revisions, to make them current in terms of content and format.

5.2.4 In the absence of the approving authority, refer to the existing office order on hierarchy of signatories. Approved documents are forwarded to the DRM Team Leader. Disapproved documents are returned to the process owner.

5.2.5 All documents are reviewed every three (3) years to assess the adequacy, suitability, and appropriateness in response to the continual improvement of the QMS.

5.2.6 Old reference manuals (e.g., documentation prior to implementation of the LGU of San Vicente's QMS retrieved from general circulation (pending final disposition) may be reused subject to registration as a controlled document. A DRS is prepared to obtain approval for the reuse of these old reference manuals.



### 5.3 Registration of Documents

- 5.3.1 New documents, as well as, revisions to existing documents are registered in a document masterlist by the Document Controller to ensure proper control.
- 5.3.2 External documents are registered in a logbook by the Office of the Administrative Officer.
- 5.3.3 External documents received electronically (e.g., via e-mail) is printed to facilitate registration, subsequent review, and distribution to concerned office/unit. Documents received by fax and printed initially on fax thermal paper is photocopied to ensure legibility of the document.

### 5.4 Distribution of Documents

- 5.4.1 The master copy of each internal document is retained by the Document Controller until revised.
- 5.4.2 The copy of the external document submitted/received for registration is considered the master copy and is retained by the Office of the Administrative Officer until superseded.
- 5.4.3 Controlled copies of documents are photocopied from master copies, a reference number is assigned to these controlled copies prior to distribution to copyholders for easy retrieval. Copyholders sign on the acknowledgement receipt upon receipt of their respective copies.

### 5.5 Archiving of Obsolete Master Copy

- 5.5.1 Obsolete master copy is stamped "Obsolete Copy" to prevent unintended use. Refer to Control of Records Procedure for the retention and disposition schedule.
- 5.5.2 Other obsolete controlled copies of documents are struck-out and recycled for use.

### 5.6 Controlling Documents of External Origin

- 5.6.1 Externally-generated documents, such as, but not limited to policies from oversight agencies, plans, international standards or third party used to as reference in the operations of processes, shall be



maintained and controlled. Such control requires that the Document Controller or responsible office head obtain the latest version of the document, and maintain it on a server (for electronic versions) or in a binder of controlled external documents (for hardcopies). Like other controlled documents, these may not be edited or copied.

5.6.2 External documents for non-critical use, such as user manuals, reference books, marketing materials, and supplier directories are not controlled.

5.6.3 The LGU San Vicente RDS administrative aid receives, acknowledges and maintains a copy of externally-generated documents whose content may fall between any of the following categories:

- a) communicate a task or an activity (e.g., memoranda, notice of meetings, invitations, letters, etc.);
- b) may be used as reference or guide in implementation of processes (e.g., policies from oversight agencies and international/local standards); and,
- c) used for general circulation/information (e.g., external party's manuals, books, marketing materials, etc.)

Upon receipt, these externally-generated documents are assigned a unique reference code, recorded in a logbook, and forwarded to the Municipal Administrator who provides instructions on the dissemination of these documents.

5.6.4 For documents received through an official email account, this should be printed, recorded in the logbook, and forwarded to the Municipal Administrator for appropriate action.

## 5.7 Forms

5.7.1 Forms are a special kind of document that may be photocopied as needed. The department heads are responsible for creating and using forms in their areas.

5.7.2 A softcopy of each approved form must be sent to the Document Controller for inclusion in the Document Masterlist and for distribution/dissemination to users.





## B. Documented Information to be retained

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.8	Collect and identify records	<ul style="list-style-type: none"><li>• Collect records</li><li>• Ensure identification of records</li><li>• Establish a filing system</li></ul>	Records Officer Process Owner	
5.9	Store and protect records	<ul style="list-style-type: none"><li>• Store properly</li><li>• Protect records appropriately</li></ul>	Records Officer Process Owner	
5.10	Retrieve and maintain active records	<ul style="list-style-type: none"><li>• Establish LGU of San Vicente RDS</li><li>• Maintain properly the active records</li></ul>	Records Officer Process Owner	<ul style="list-style-type: none"><li>• LGU of San Vicente Records Disposition Schedule (RDS)</li><li>• Logbooks</li></ul>
5.11	Maintenance and disposal	<ul style="list-style-type: none"><li>• Update LGU of San Vicente RDS</li><li>• Turnover inactive records</li><li>• Convert to e-files</li></ul>	Records Officer	<ul style="list-style-type: none"><li>• LGU of San Vicente RDS</li></ul>

### 5.8 Collection and Identification

5.8.1 Records are identifiable through any or combination of the following information, as appropriate:

- a. Title of Record
- b. Date(s)
- c. Document Number
- d. Name of signatory/ies
- e. Reference Code

5.8.2 Records are collected upon availability from their source, for appropriate filing by the Records Officer or concerned Process Owner.



5.8.3 In case of erasure or correction, the corrected data are countersigned by the employee who corrected it.

5.8.4 All records are signed by authorized personnel. The reviewer ensures that said records are legible and contain sufficient information as basis for its endorsement or approval. Hence, records without the signature of approving authorities except e-copies are considered “unofficial”.

## **5.9 Storage and Protection**

5.9.1 Records are kept in appropriate locations to minimize physical deterioration, damage, and loss. For protection purposes, the following practices are observed:

- a. Use of expanded folders/envelopes and/or ring binders;
- b. Placed in magazine files and stored in shelves or steel cabinets to prevent wear and tear;
- c. Regular back-up of permanent and archival records including databases; and
- d. Access restriction, through password (this pertains only to soft copy and other security measures) to prevent unauthorized use.

## **5.10 Retrieval and Retention**

5.10.1 For easy retrieval, filing cabinets, shelves, boxes, magazine files, folders, and envelopes are labeled.

5.10.2 Records borrowed by other offices or workgroups are traced using logbooks.

## **5.11 Maintenance and Disposal**

5.11.1 Maintenance and disposal of records are done in accordance with the Records Retention and Disposition Schedule as prescribed by the National Archives of the Philippines.

5.11.2 For easier safekeeping, permanent records may be converted to e-files, except for records that require original copy bearing authentic signatures.



Municipality of San Vicente  
**Quality Management System**  
Control of Documented Information Procedure

Doc Ref No.:	QMS
Effective Date:	
Revision No.:	
Page No.:	11 of 11

## 6.0 Review and Amendment

This procedure is periodically reviewed every three (3) years to ensure up-to-date information and relevance. It undergoes appropriate review, approval, storage, and retention process in accordance with the Control of Documented Information Manual.

## 7.0 Approval

**Prepared by:**

**ORLANDO C. ESTOYA**  
Municipal Disaster Risk  
Reduction and Management  
Officer

**Reviewed by:**

**LYDIA A. RODRIGUEZ**  
Municipal Administrator

**Approved by:**

**AMY ROA ALVAREZ**  
Municipal Mayor