Document Modification and Improvement Workflow

❶ **Process documents are distributed in two ways:**

1. **Hard Copy**
2. **PDF documents on intranet**

Hard copies of the process documents are marked with the title, version/revision and date on the front cover, and contain the following *front matter* pages:

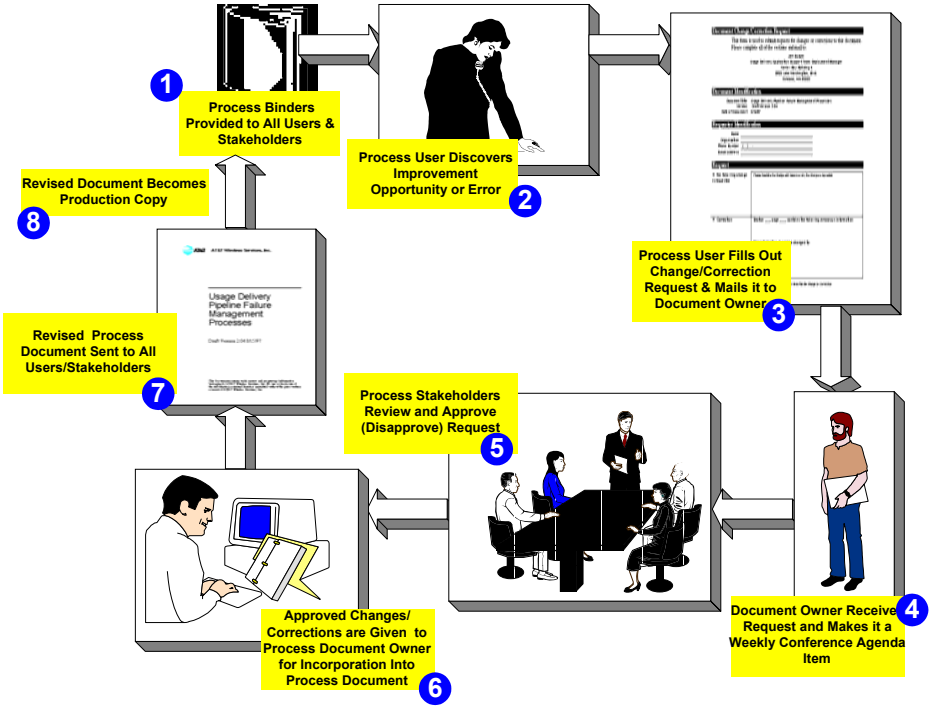
- **Security markings and document handling information per client policy**
- **Document file name (including path) for the master document**
- **Document owner - the individual who is responsible for maintaining the integrity of the master document, controlling changes and making revisions**
- **Expiration date - 12 months from the last revision; any document that has not been revised within a 12-month period will be reviewed for applicability and either approved as valid or marked for possible obsolescence**
- **Document revision history**
- **Change/Correction Request page**

PDF files on the intranet will be protected against alterations (including cut/paste) using built-in features of Adobe Acrobat/Distiller

❷ **Stakeholder reviews process and discovers error or improvement opportunity**

❸ **Completes front matter form for requesting changes or recommending corrections - detaches form and mails (faxes) to document owner listed in form**

❹ **Document owner receives request and makes it an agenda item for the next scheduled stakeholder conference - copies are distributed to conference members in advance of the conference**



❺ **Process stakeholders review requested change/correction and determine the validity and/or feasibility - the request is either approved or disapproved**

❻ **Approved requests are sent to the document owner (identified in the front matter of the process document), who will make changes per stakeholder approved specifications, update the revision history page in the document front matter section, assign a revision number, promote the master document to the new version**

❼ **Document owner sends hard copies to stakeholders and an electronic copy to the intranet web master for conversion to PDF format and publishing on the company intranet**

❽ **Stakeholders destroy old copies and replace with newest version/revision**

TEAM Zarate Tarrani

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