

**PROCEDURE
FOR
CONTROL OF
CORRESPONDENCE**




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DOCUMENT NO: SP - 03

REVISION O

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Status	Author	Agreed	Approved
For Implementation			

1 PURPOSE

- 1.1 ISO 9001 requires procedures to be prepared to “ensure that outgoing documents/data are suitably approved before issue” and for the purpose of “incoming/outgoing documents/data being available to all who need them”.
- 1.2 The purpose of this Procedure is to describe the method to be adopted for the function of controlling correspondence between the company and other external sources, especially when correspondence has an impact on the company’s quality performance due to new information received.

2 RESPONSIBILITY FOR IMPLEMENTATION

- 2.1 All staff engaged in the preparation, approval, issue and revision of procedures forming part of the company’s Quality System.

3 REFERENCES

ISO 9001:2000	Clause 4.2.1 and 4.2.3
Document No. QS-01	Quality Manual
Document No. SP-02	Control of Quality System Documents

4 IMPLEMENTATION

- 4.1 Correspondence, in this instance, covers all forms of internal and external communication, namely:
- received/outgoing letters
 - received/outgoing faxes
 - received/outgoing emails
 - internal/external memos
- 4.2 The procedure regarding *received/outgoing letters* requires identification, verification and appropriate action by the employee to whom the letter is sent. All employees are responsible for their own letters, with particular regard to what the letter entails.

- 4.3 Therefore, paragraph 4.2 suggests that, for example, a letter whose information will have an impact on the quality of a project must bring it to the attention of his/her immediate superior.
- 4.4 All employees shall be personally responsible for the storing and control of received letters. The method of storing received letters will be left to the employee, as long as that employee is aware that retrieval of that letter must be done without problems.
- 4.6 The procedure regarding *received/outgoing faxes* requires identification, recording and appropriate action by the employee who receives it. Received faxes shall be recorded, processed, electronically scanned and stored for future reference. Similarly, outgoing faxes shall be sent, scanned and electronically stored for future reference.
- 4.7 The procedure regarding *received/outgoing emails* which fall under the branch of 'quality documents' (i.e. any and all documents which influence the quality of a system) requires recording, processing and electronic storage.
- 4.8 Similarly, any *received/outgoing emails* that will influence the quality of the project, or the quality of any of the company's work, must be recorded, processed and electronically stored.
- 4.9 With regard to the above paragraphs (4.6, 4.7 & 4.8), an electronic register will have to be implemented and maintained by appropriate personnel for both received and outgoing correspondence. A suggested example is given in Form SP 0301 (see example at Attachment SP-03/A).
- 4.10 The procedure regarding *internal/external memos* only requires recording and storage if it falls under the branch of 'quality document', or otherwise influences company quality. (See paragraph 4.7 and 4.8).
- 4.11 With regard to the electronic storage of quality documents, it must be recognized that backup copies must be made, with records being kept and stored of this being done.
- 4.12 The frequency of this process should occur between periods of not more than 2 weeks. A suggested example of a back up record is given in Form SP 0302 (see example at Attachment SP-03/B).

5 ATTACHMENTS

Attachment SP-03/A is an example of a Document Received/Outgoing Record (Form SP 0301).

Attachment SP-03/B is an example of an Electronic Document Backup Record (Form SP 0302).

Date Received RECEIVED	Recipient	From Person/Company	Indication of reply (Y/N)	Date of reply	Type of Correspondence		
					Letter	Fax	Email

Date Sent OUTGOING	To: Person	To: Company	Indication of reply (Y/N)	Date of reply	Type of Correspondence		
					Letter	Fax	Email

EXAMPLE OF A DOCUMENT RECEIVED/OUTGOING RECORD

SP 0301

No.	DATE	PERIOD	EMAIL	FAX

EXAMPLE OF AN ELECTRONIC DOCUMENT BACKUP RECORD
SP 0302