

**PROCEDURE  
FOR  
CONTROL OF  
TELEPHONE  
CONVERSATIONS**




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DOCUMENT NO: SP - 04

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<b>Status</b>	<b>Author</b>	<b>Agreed</b>	<b>Approved</b>
For Implementation			

## 1 PURPOSE

- 1.1 ISO 9001 requires procedures that shall ensure quality through the control of communications. While control of telephone communications could easily fall under the SP-03 'Control of Correspondence' document, ISO 9001 requirements state that a separate system procedure be prepared in order to separately control this aspect of communication.

## 2 RESPONSIBILITY FOR IMPLEMENTATION

- 2.1 All staff engaged in telephonic communication, especially with regard to important incoming and outgoing conversations that influence the quality outcome of a project.

## 3 REFERENCES

ISO 9001	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 The purpose of implementing this procedure is to ensure that, during a telephone conversation, any information that might affect quality or that includes instructions of some kind are:
- conveyed
  - formally recorded
  - registered and
  - filed
- 4.2 All staff engaging in telephonic communication, whether internal or external, and *only* in the instance where the conversation will affect quality shall have to complete Form SP 0401 (see example at Attachment SP-04/A).
- 4.3 This simple system must be undertaken by all staff engaging in *relevant* telephonic communication (as in *relevant to quality*) in order for this procedure to be effective. Once the subject of the conversation is conveyed and recorded, it must be delivered to the employee's immediate supervisor as promptly as possible.

- 4.4 Once informed by his staff, the supervisor shall be responsible for the correct registration and filling of the received report. The supervisor must also make a confirmation of receiving the report.
- 4.5 Form SP 0401 (Attachment Sp-04/A) must also be used for confirmation purposes when receiving external telephone calls. Once a call is completed and Form SP 0401 is filled out, sent to the appropriate superior, a second 'confirmation' form must be sent to the person/organisation with whom the telephonic conversation took place.
- 4.6 The returned form, as confirmed by the external person/organisation with whom the conversation took place, (Form SP 0401) will act as confirmed proof of what the telephonic conversation was about.
- 4.7 All telephonic conversation forms, both the ones delivered to project leaders/employee's superior as well as the externally confirmed ones, must be backed up and electronically stored. A project leader appointed, dependable and trained member of staff must make a weekly back up of the information onto a disk, preferably on a Friday.
- 4.8 Recording into a journal of this weekly back up must be done by Gloria, and confirmed by a superior at the earliest possible time, either on Friday afternoon or Monday morning.

## **5 ATTACHMENTS**

Attachment SP-04/A is an example of a Document Received/Outgoing Record (Form SP 0401).

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Attachment SP-04/A – Example of Telephone Conversation Quality Form

Telephone Conversation Quality Form	
DATE:	
TIME:	
SUBJECT:	
PROJECT IDENTIFICATION:	
FILE REFERENCE:	

DESCRIPTION:
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CALL MADE/RECEIVED BY:	
PERSON SPOKEN TO:	
ORGANISATION:	

ACTION REQUIRED:	
ACTION BY:	
DATE ACTION COMPLETED:	