



Document Control

By Denise E. Robitaille

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Document Control By Denise E. Robitaille

A Simple Guide to Managing Documentation

They're supposed to be useful tools, but whether they're printouts, computer files, flowcharts, or forms, documents can often give more headaches than help. And yet without them, most organizations couldn't function. ISO 9001:2000 and other quality management systems place great emphasis on documents, and for good reason. Documents aren't individual, stand-alone elements of the management process. They're interrelated, formatted in different media, and controlled by various and distinct functions. Keeping critical information current and in the right hands requires more than just signing off on procedures. Document control is essential, but where should you begin?

By reading this book. Inside you'll find clear explanations about the document control process as well as practical solutions for creating, organizing, and maintaining documents, including:

- * A discussion of different kinds of documents, including electronic media and QMS requirements
- * Identifying and defining responsibility
- * Understanding the relationship between documents and records
- * Tips for document writers
- * Managing and maintaining documents
- * Issues of accessibility
- * Handling revisions and deviations
- * Writing document control procedures

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Document Control By Denise E. Robitaille Bibliography

- Sales Rank: #798599 in Books
- Published on: 2005-03
- Number of items: 1
- Binding: Paperback
- 88 pages

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Editorial Review

About the Author

Expert Advice!

Denise E. Robitaille has helped companies in diverse fields such as electronic assembly, cutting-edge biotechnology, machine shops and packaging manufacturers to achieve ISO 9000 registration. Her work also encompasses training and auditing. She is a RAB-certified lead assessor, and ASQ Certified Quality Auditor and senior member of the American Society for Quality. Robitaille is also a member of the U.S. TAG to ISO/TC 176, the committee responsible for updating the ISO 9000 standard series. She is the author of numerous articles as well as *The Corrective Action Handbook*, *The Preventive Action Handbook*, *The Management Review Handbook* and *Root Cause Analysis*, all published by Paton Press.

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