QUALITY MANAGEMENT SYSTEM PROCEDURE

Section	Quality		
Approval Date	24.07.2013	**Approved by**	Chief Executive
Next Review	29.08.2017	**Responsibility**	Director of Academic and Quality
This Review	29.08.2016	**Key Evaluation Question**	6

PURPOSE

To ensure the Institute's policies and procedures guide and reflect agreed standards and practices.

To meet this objective, the process for developing, reviewing and issuing policies and procedures is coordinated centrally so that the *documented* Quality Management System (QMS) is integrated and consistent.

SCOPE

NMIT policies and procedures approved by any one of the four NMIT *approval bodies*:
Chief Executive
Directorate,
NMIT Academic Board; or
Council of NMIT.

Collectively, these policies and procedures form the documented *Quality Management System (QMS)* of NMIT and are held as "Controlled Documents" on NMIT's Intranet and are available on the public NMIT website.

Individual policies and procedures will be cross referenced to other related policies and procedures within the QMS.
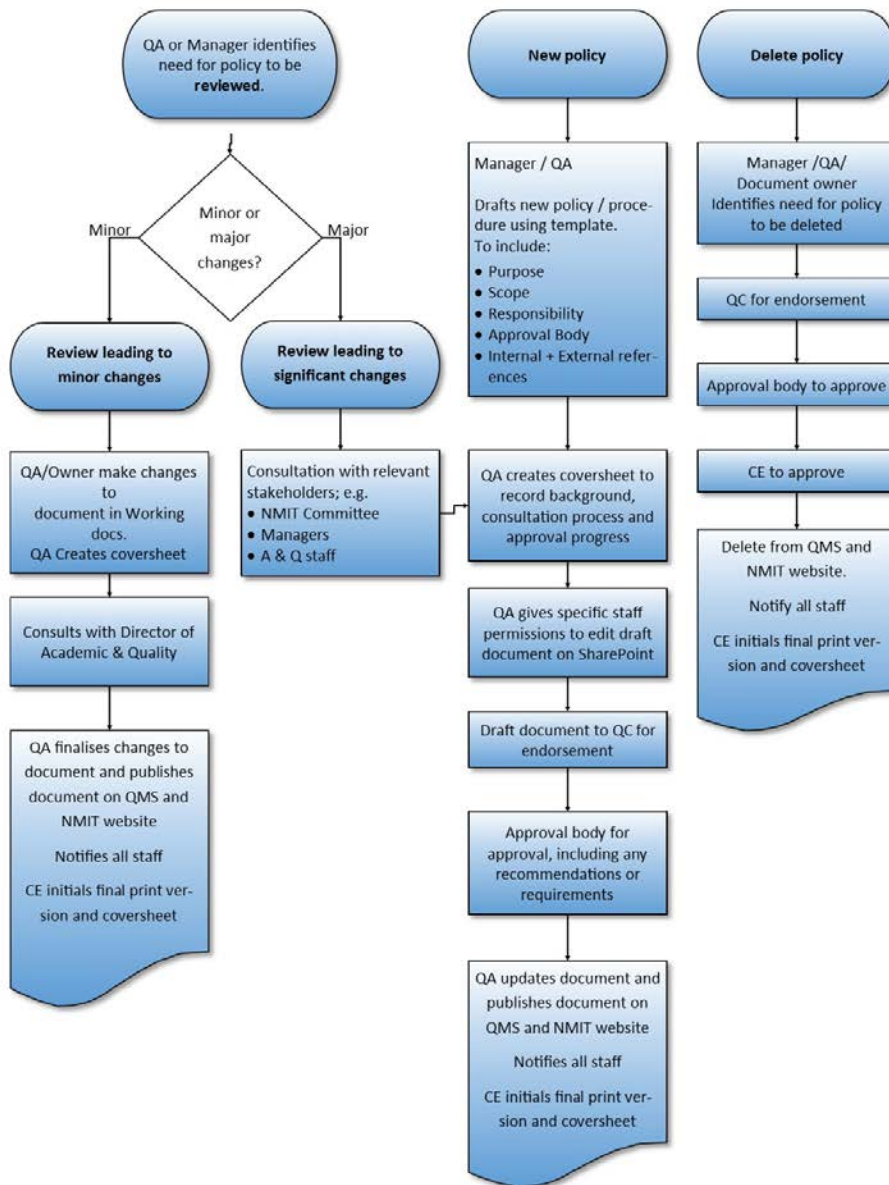
DEFINITIONS

Quality Management System (QMS)	The documented practices, processes and outputs which contribute to achieving NMIT's quality objectives and fulfill the quality requirements of products and services for students and other stakeholders.
Minor Changes	Changes that do not alter the intent of the policy or procedure. Minor changes include position titles, references, definitions and re-formatting.
Document Library	An electronic repository for documents with specific metadata, security permissions, with records-retention-and-destruction rules applied.
Document Set	A set of related documents within a document library created for the purposes of managing permissions and organisational sense. Specific metadata, security permissions and records retention and destruction rules are applied.
Metadata	Data describing context, content and structure of records and their management through time [ISO 15489-2001]

Approval Date	The date that the document was last approved by the Approval Body.
	Not all reviewed documents need to be re-submitted to the Approval Body seeking approval.
This Review Date	The date that minor changes (refer definition above) were approved by the staff member responsible or an extension to the review date that has been agreed to with the Director of Academic and Quality.
Next Review Date	The agreed review date by the approval body and/or the staff member responsible for the document and the Director of Academic and Quality.

RESPONSIBILITIES

An NMIT **Director** or delegated manager (specified in the document header as having responsibility)	For each policy or procedure: - Ensuring the adherence to the policy/procedure - The accuracy of content - Ensuring the document is reviewed by the due date, or earlier if required - Advising the Quality Advisor in advance of the purpose and extent of planned reviews
The **NMIT Quality Committee**, a standing committee of the Academic Board	- Authorising the development of new policies and procedures - Guiding, as it sees fit, the content and scope of individual document reviews - Defining the consultation and approval process to be followed - Scrutinising and endorsing all policies that require a full review, including all new policies.
Director of Academic and Quality	Overall management of the Quality Management System
Quality Advisor (QA)	- Day-to-day management of the documented QMS - Coordinating the development of new, and review of existing, policies and procedures. - Making minor changes with advice from the manager responsible for the policy or procedure as indicated on the document header (without formal reference to the approval body) - Maintaining a schedule of review dates - Guiding and advising staff on all aspects of the documentation of the QMS, including navigation of SharePoint - Regularly communicating changes to the QMS to all staff

Review process (left)

QA or Manager identifies need for policy to be reviewed.

Minor or major changes? — Minor / Major

Review leading to minor changes (Minor)

QA/Owner make changes to document in Working docs.
QA Creates coversheet

Consults with Director of Academic & Quality

QA finalises changes to document and publishes document on QMS and NMIT website

Notifies all staff

CE initials final print version and coversheet

Review leading to significant changes (Major)

Consultation with relevant stakeholders; e.g.
• NMIT Committee
• Managers
• A & Q staff

New policy (middle)

New policy

Manager / QA

Drafts new policy / procedure using template.
To include:
• Purpose
• Scope
• Responsibility
• Approval Body
• Internal + External references

QA creates coversheet to record background, consultation process and approval progress

QA gives specific staff permissions to edit draft document on SharePoint

Draft document to QC for endorsement

Approval body for approval, including any recommendations or requirements

QA updates document and publishes document on QMS and NMIT website

Notifies all staff

CE initials final print version and coversheet

Delete policy (right)

Delete policy

Manager /QA/ Document owner Identifies need for policy to be deleted

QC for endorsement

Approval body to approve

CE to approve

Delete from QMS and NMIT website.

Notify all staff

CE initials final print version and coversheet

N.B. ALL changes to a policy document need to be documented and accompanied by a coversheet.

Where only minor changes are necessary to update the document, the document does not need approval from the approval body.

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		Responsibility
1	Create a Document Set in the QMS Working Documents Library and copy the existing published document into the Document Set or create a new document based on the Controlled Document Template. Ensure permissions to the Document Set are enabled for the relevant staff to contribute to the document/s.	Quality Advisor
2	Owner of the document to draft/edit document and communicate with QA when complete	Director/Manager
3	Seek feedback and consult with Quality Committee or the Director of Academic and Quality. File related correspondence in the Document Set to provide evidence of feedback received.	Quality Advisor
4	Check: • Content, format, clarity and consistency with the QMS. • Cross-referencing Make any necessary amendments ensuring Track Changes is switched on.	Quality Advisor
5	Prepare Coversheet (Appendix 1) summarising background and main changes: Check/assign policy to appropriate section i.e: Quality; Learning and Teaching; Research etc. Send draft document and coversheet to Quality Committee Secretary	Quality Advisor
6	Include draft document and Coversheet to next Quality Committee meeting for discussion and potential endorsement	Secretary for Quality Committee
7	The Quality Committee reviews the draft document and makes recommendations and endorses the draft document.	Quality Committee
8	Make any changes as required by Quality Committee	Quality Advisor
9	Include draft document and Coversheet in the papers prior to the meeting of the Approval Body.	Secretary for Approval Body
10	Report the decision of the Approval Body and any required changes to the document to the Quality Advisor, together with relevant excerpt of minutes showing documented vote of approval from Directorate/Academic Board/Council meeting.	Secretary for Approval Body or Presenter

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		Responsibility
11	Record the date of approval by the Approval Body on the Coversheet and/or the Header of the policy document. Print a clean version of the document in colour for the Chief Executive to sign as confirmation of approval. In Published Documents (moving the current doc out of the published docs view, to make way for the updated version) • Using Edit Properties, update the document title with the prefix: **Superceded by reviewed document 24.07.2014 . . .** and change the Business Value of the document to **Superceded** [drop-down menu] • The document is now no longer visible in Published Docs. Go to "recently viewed" to access document, and create an authoritative version. In Working Documents • Accept and turn off Track Changes and delete all Comments • Assign the version date (the date of approval). For a re-approved document, the date of approval replaces the previous date on the document. • Remove DRAFT watermark Copy the approved document from the Working Document Library to the Published Document Library, updating the metadata with **Approval Date**, **This Review Date** and **Next Review Date** and **Status** and any other metadata changes required. Paper copies and filing • File the signed original in the NMIT Policy & Procedures folders which are not available for general access. • File the coversheet in the Coversheet folder • File superceded paper copies in the QMS Superceded Folder.	Quality Advisor
12	In Working Docs Change the **status** of the Document Set to **Approved**. This secures the history of the development or changes from alteration. Document Set no longer visible in Working Docs.	Quality Advisor
13	Create a pdf copy of the policy and save in G:/Acadteam/Policy Development/Published pdf copies/. . .	Quality Advisor
14	Upload new version of Policy (as pdf) onto NMIT Website via Downloads on DeskPro	Quality Advisor
15	Update the Tracksheet Workbook (Excel spreadsheet stored separately on G:drive)	Quality Advisor
16	Submit print copies of policy and coversheet for CE's initial (and approval) and file the initialled paper copies in A + Q office.	Quality Advisor
17	Advise all staff of recently approved documents via all-staff email, the monthly A + Q newsletter, and any other effective methods of communication.	Quality Advisor

PROCEDURE – FOR MINOR CHANGES TO A POLICY OR PROCEDURE

		Responsibility
1	Create a Document Set in the QMS Working Documents Library and copy the existing published document into the Document Set. Ensure permissions to the Document Set are enabled for the relevant staff to contribute to the document/s if applicable.	Quality Advisor
2	Prepare a draft showing the proposed changes. Retain the **Approval date**. Insert a **This review** date in the document header.	Quality Advisor
3	Prepare a coversheet (Appendix 2) and request confirmation of the changes from the person responsible for the policy indicated on the document header.	Quality Advisor
4	Print a clean version of the document in colour for the Chief Executive to sign as confirmation of approval. In Published Documents • Document Metadata: Using Edit Properties, update the document title with the prefix: Superceded by reviewed doc 24.07.2014 . . . and change the Business Value of the document to be replaced to **Superceded** [drop-down menu] • The document is now no longer visible in Published Docs. Go to "recently viewed" to access document, and create an authoritative version. In Working Documents • Accept and turn off Track Changes and delete all Comments • Update the Last reviewed and Next Review dates. Do not change the Approval Date. • Remove DRAFT watermark • Copy the updated document from the Working Document Library to the Published Document Library, updating the metadata with **This Review Date** and **Next Review Date** and **Status** and any other metadata changes required. Paper copies and filing • File the signed original in the NMIT Policy & Procedures file which is not available for general access. • File the Coversheet in the Coversheet folder • File superceded paper copies in the QMS Superceded Folder.	Quality Advisor
5	In Working Docs Change the **status** of the Document Set to **Approved**. This secures the history of the development or changes from alteration. Document Set no longer visible in Working Docs.	Quality Advisor
6	Create and file a pdf version in *G:AcadTeam/Policy Development/Published PDF Copies/….*	Quality Advisor

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7	Upload new document on to NMIT website (as pdf) via Downloads on DeskPro	Quality Advisor
8	Update the Tracksheet Workbook (Excel spreadsheet stored on G:drive)	Quality Advisor
9	Submit print copies of policy and coversheet for CE's initial (and approval) and file the initialled paper copies in A + Q office.	Quality Advisor
10	If appropriate, advise staff of the amendment.	Quality Advisor

		Responsibility
1	Create a Document Set in the QMS Working Documents Library and copy the existing published document into the Document Set. Ensure permissions to the Document Set are enabled for the relevant staff to contribute to the document/s if applicable.	Quality Advisor
2	Prepare a Coversheet (Appendix 3) and request confirmation of the deletion from the person responsible indicated on the document header.	Quality Advisor
3	Obtain Quality Committee endorsement of the deletion from the QMS	Quality Committee and Quality Advisor
4	Update Coversheet and send to the Approval Body with a copy of the document for deletion	Approval Body and the Quality Advisor
5	Obtain final approval from the Chief Executive. (submit printed copy of policy and coversheet for CE's initial)	Chief Executive and Quality Advisor
6	- Update the metadata of the deleted document to reflect the deletion, making sure the document is no longer accessible on the QMS Published Documents. - Create an authoritative version of the document. - Delete the document from the NMIT website (through DeskPro) - File Deleted paper copies in the QMS Deletions Folder.	Quality Advisor
7	Advise staff of the deletion via all-staff email, iteration in monthly A + Q newsletter and any other effective means of communication.	Quality Advisor

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REFERENCES

INTERNAL

Quality Management System Policy
NMIT Academic Statute
Tracksheet Workbook (only available on G:drive)

APPENDICES

Appendix 1: Coversheet for Approval of New and Significantly Changed Policy or Procedure
Appendix 2: Coversheet for Approval of Minor Changes to a Policy or Procedure
Appendix 3: Coversheet for Deletion of a Policy or Procedure
Appendix 4: Controlled Document Template

INTERNAL

NEW OR SIGNIFICANTLY CHANGED POLICY OR PROCEDURE

DOCUMENT: (name) [section]

Background:

Replaces: (name and last version date)

Implementation Plan: Following approval, the policy will be made available on the NMIT intranet and the NMIT website. All staff will be advised.

RECOMMENDATION: That – (Approval Body or Chief Executive) approve: (name and draft date) for implementation.

Implementation date:	(day)/month/year
Next Review:	Month/Year
Quality Committee endorsement date	Day/month/year

☐ CHIEF EXECUTIVE	☐ DIRECTORATE	☐ ACADEMIC BOARD	☐ COUNCIL
Approval date:	*Approval date:*	*Approval date:*	*Approval date:*

Requirement and Recommendations for Approval: *(Secretary of Approval Body to Complete)*

Academic and Quality Office Use only

	Date		Date
1. Amendments complete		*4. Update Tracksheet*	
2. Original printed & sent to CE		*5. Document on NMIT intranet*	
3. Signed original returned		*6. Document on NMIT website*	
		7. Staff advised	

To be completed by the Quality Advisor in consultation with the manager who will present the recommendations to the Approval Body

APPROVAL OF MINOR CHANGES TO POLICY OR PROCEDURE

DOCUMENT: (name) [section]

Background:

Implementation Plan: Following amendment, the policy will be made available on the NMIT intranet and the NMIT website. All staff will be advised.

RECOMMENDATION: That – (Approval Body or Chief Executive) approve: (name and draft date) for implementation.

Implementation date:	(day)/month/year
Next Review:	Month/Year
Quality Committee endorsement date	Day/month/year

☐ CHIEF EXECUTIVE	☐ DIRECTOR/MANAGER	☐ ACADEMIC BOARD	☐ COUNCIL
Approval date:	*Approval date:*	*Not required*	

Additional notes:

Academic and Quality office use only	Date		Date
1. Amendments complete		*4. Update Tracksheet*	
2.Original printed & sent to CEO or Council Chair		*5. Document on NMIT intranet*	
3. Signed original returned		*6. Document on NMIT website*	
		7. Staff advised	

To be completed by the Quality Advisor in consultation with the manager who will present the recommendations to the Approval Body

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DELETION OF POLICY OR PROCEDURE

DOCUMENT: (name)

Background:

Deletion Plan: Deletion from the QMS on

RECOMMENDATION: That – (Approval Body or Chief Executive) approve deletion of: (name and approval date)

Remove from NMIT intranet	YES
Remove from Web	YES
Deletion date	Day/Month/Year
Quality Committee endorsement for deletion	Day/month/year

☐ CHIEF EXECUTIVE	☐ DIRECTORATE	☐ ACADEMIC BOARD	☐ COUNCIL
Approval date:	*Approval date:*	*Approval date:*	*Approval date:*

Requirement and Recommendations for Approval to Delete: *(Secretary of Approval Body to Complete)*

Academic and Quality Office Use only	Date
1. Document removed from NMIT intranet	
2. Document removed from website	
3. Update Tracksheet	
4. Staff advised	

To be completed by the Quality Advisor in consultation with the manager who will present the recommendations to the Approval Body

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Nelson Marlborough Institute of Technology
Te Whare Wānanga o Te Tau Ihu o Te Waka a Maui

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{TITLE}

Section			
Approval Date	xx.xx.20xx	**Approved by**	
Next Review	xx.xx.20xx	**Responsibility**	
This Review	xx.xx.20xx	**Key Evaluation Question**	

PURPOSE

SCOPE

DEFINITIONS

RESPONSIBILITY

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	•

POLICY

PROCEDURE

RECORDS

REFERENCES

Internal

EXTERNAL

o

LEGAL (IF APPLICABLE)

Appendix 4

Legal Opinion:	{insert Law Firm and Lawyer name}	{insert DATE}

APPENDICES

Appendix 4

Legal Opinion:	{insert Law Firm and Lawyer name}	{insert DATE}