



Global SCM Document Control and Retention
Level 4

			Company Name	
			Supply Chain Management Processes and Procedures	
			Doc. No. E-L4-0037	
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	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	

RECORD OF AMENDMENT			
REVISION	SECTION	SUB-SECTION	DESCRIPTION OF CHANGE
0	All	All	19 Jan 2015 – Phase 2 – Final formatting and editing
0	All	All	28 Jan 2015 – Process completed and approved
1	5	5.8	29 Jan 2015 – added steps for adding watermark to PDF

SAMPLE

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

TABLE OF CONTENTS

1. PURPOSE	4
2. SCOPE	4
3. RESPONSIBILITY AND AUTHORITY	4
3.1. PROCESS OWNER OR AUTHOR	4
3.2. DOCUMENT CONTROL ADMINISTRATOR.....	4
4. BUSINESS PROCESS MAP	5
5. PROCEDURE	7
5.1. REQUEST TEMPLATE OR DOCUMENT FOR EDITING	7
5.2. DOWNLOAD TEMPLATE FROM NEO PORTAL.....	7
5.3. SEND ANNUAL REMINDER TO PROCESS OWNERS	7
5.4. UPDATE MASTER DOCUMENT CONTROL LIST	7
5.5. SEND DOCUMENT TO PROCESS OWNER	8
5.6. REVIEW DOCUMENTATION	8
5.7. NOTIFY DOCUMENT CONTROL ADMIN THE PROCESS IS OBSOLETE	8
5.8. REMOVE OBSOLETE DOCUMENTATION FROM LIBRARY.....	8
5.9. UPDATE ARCHIVE PER RETENTION SCHEDULE.....	9
5.10. NOTIFY DOCUMENT CONTROL ADMIN NO UPDATES NECESSARY.....	10
5.11. CREATE/UPDATE DOCUMENTATION.....	10
5.12. GET MANAGEMENT APPROVAL.....	10
5.13. SUBMIT TO DOCUMENT CONTROL FOR PUBLISHING.....	10
5.14. REVIEW EDITED AND APPROVED DOCUMENT.....	10
5.15. UPDATE THE MASTER DOCUMENT CONTROL LIST	11
5.16. PUBLISH THE DOCUMENT TO THE APPROPRIATE REPOSITORY	11
5.17. NOTIFY PROCESS OWNER DOCUMENT AVAILABLE	11
5.18. NOTIFY STAKEHOLDERS	11
6. REFERENCE DOCUMENTS	12
6.1. MASTER DOCUMENT CONTROL LIST.....	12
6.2. WORK INSTRUCTIONS TEMPLATE	12
6.3. PROCESS MAP TEMPLATE	12
6.4. SCM STYLE GUIDE	12
6.5. RECORDS MANAGEMENT MANUAL.....	12
6.6. RECORDS RETENTION SCHEDULE	12
7. ACRONYMS AND TERMINOLOGY	12

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

1. PURPOSE

This procedure defines the process for controlling access, revision, and retention of the Supply Chain Management (SCM) processes to ensure the only processes issued for use are available and minimize the use of obsolete processes.

All documents will have a number that identifies the process owner group, document type and the sequence number of the document within the process owner group.

2. SCOPE

This procedure applies to the control and retention of global and site-specific Supply Chain Management process documents stored in the viewing, control, editing, and retention repositories.

Repository Type	G Drive Folder
Viewing	G:\...\SCM Process Library
Control and Retention	G:\...\SCM Archive
Editing	G:\...\SCM Processes\Unapproved

3. RESPONSIBILITY AND AUTHORITY

3.1. Process Owner or Author

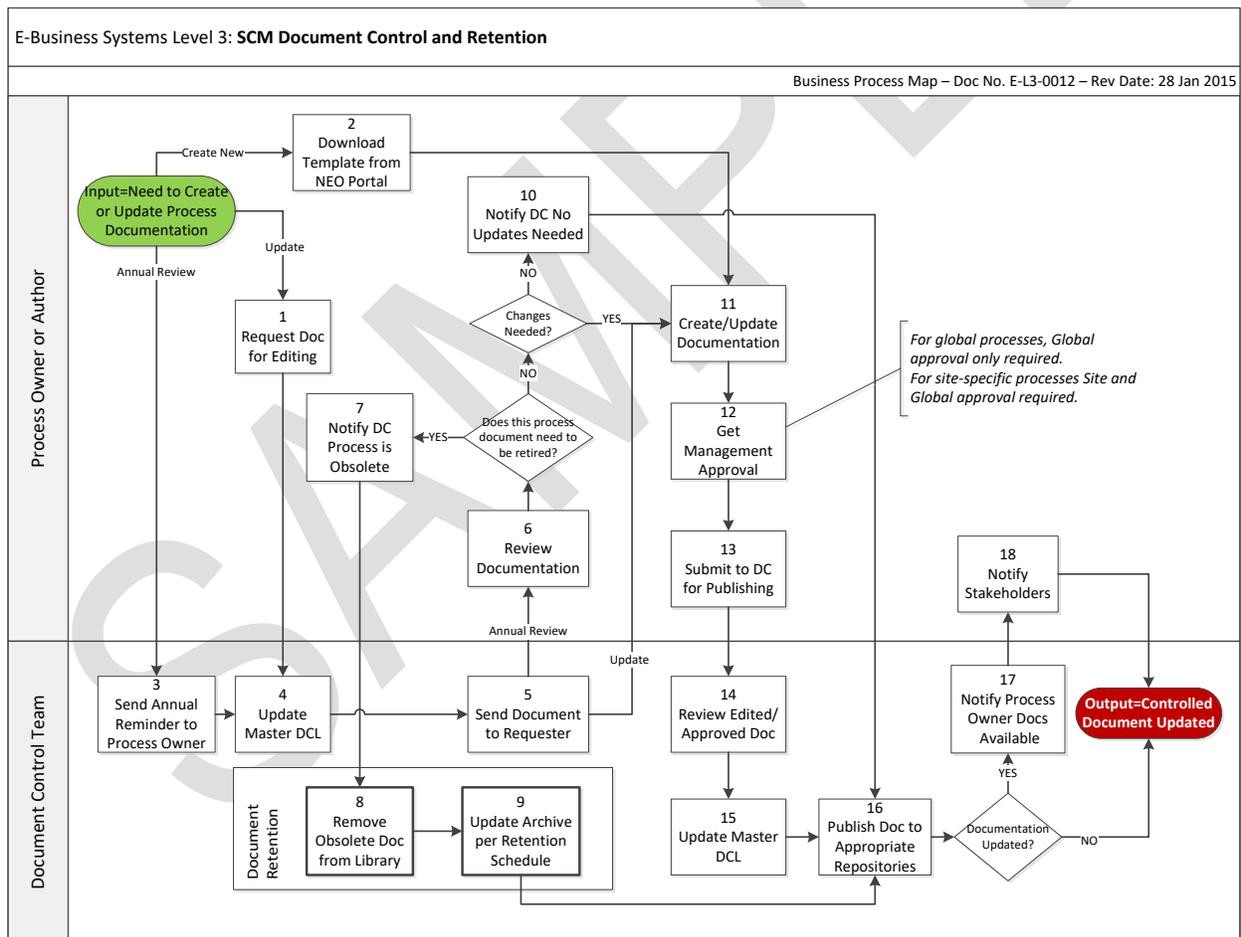
- 3.1.1. Shall request template or document for editing.
- 3.1.2. Shall download template from NEO Portal.
- 3.1.3. Shall review documentation.
- 3.1.4. Shall notify Document Control process is obsolete
- 3.1.5. Shall notify Document Control no updates needed.
- 3.1.6. Shall create or update documentation.
- 3.1.7. Shall get management approval.
- 3.1.8. Shall submit to Document Control for publishing.
- 3.1.9. Shall send notify stakeholders.

3.2. Document Control Administrator

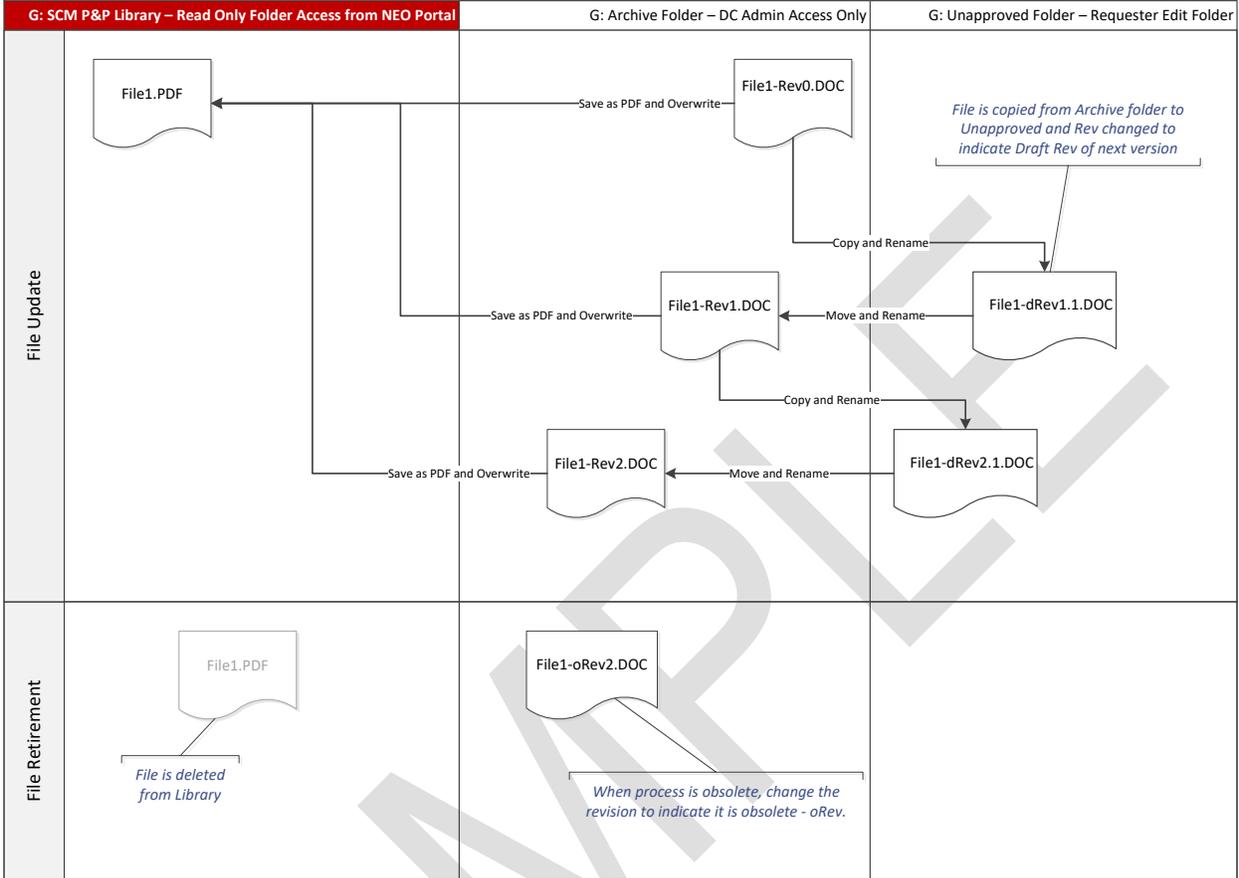
- 3.2.1. Shall send annual reminder to Process Owner.
- 3.2.2. Shall update master document control list.

- 3.2.3. Shall send template or document to Process Owner.
- 3.2.4. Shall remove obsolete document form Library.
- 3.2.5. Shall update archive per retention schedule.
- 3.2.6. Shall review edited and approved document.
- 3.2.7. Shall publish document to appropriate repository.
- 3.2.8. Shall update master document control list.
- 3.2.9. Shall notify Process Owner updated document available.

4. BUSINESS PROCESS MAP



SCM Process and Procedure Document Retention



	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

5. PROCEDURE

- Annual Review, go to step 5.2.
- Create New Documentation, go to step 5.1.
- Update Current Documentation, go to step 5.1.

5.1. Request Template or Document for Editing

- 5.1.1. Process Owner or Author requests from Documentation Control Admin (DC Admin) either the work instructions template or the current process document to be edited.
- 5.1.2. Process Owner creates the new work instructions or updates the current document.
- 5.1.3. Process Owner sends the document back to DC Admin for review and control.
- 5.1.4. Go to step 5.3.

5.2. Download Template from NEO Portal

- 5.2.1. Process Owner or Author downloads the work instructions and/or process map template from the SCM Process Document Control page on the Portal.
- 5.2.2. Go to step 5.11.

5.3. Send Annual Reminder to Process Owners

- 5.3.1. DC Admin sends an email reminder to the Process Owners listed in the Master Document Control List (DCL) to verify ownership and request review.

5.4. Update Master Document Control List

- 5.4.1. **Update and Annual Review:** DC Admin updates the Master DCL to change the status of the document to "In Review" and any changes necessary.
- 5.4.2. Go to step 5.5.
- 5.4.3. **New:** DC Admin adds the document to the Master DCL and assigns the document number using the Control Number Template table below in the correct sequence for the Process Owner Group.

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

Control Number Template		
Process Owner Group	Doc Type	Sequence #
A = eAM CMMS C = Contracts E = E-Business Systems I = Inventory L = Logistics P = Procurement S = SCM Systems T = Trade Compliance	L2 = Policy, Form, Reference, Template L3 = Global Process Map L4 = Global Process Work Instructions L5 = Site Process Map L6 = Site Process Work Instructions	0001 - 9999

5.4.4. DC Admin adds the Document Control number to the template on the title page and in the header. See Style Guide section 3.4.

5.5. Send Document to Process Owner

5.5.1. **Update or Annual Review:** DC Admin copies the final version of the document(s) to be updated from the SCM Archive/<group> folder to the SCM Processes/Unapproved folder for the Process Owner to edit.

5.5.1.1. If **update**, go to step 5.7.

5.5.1.2. If **annual review**, go to step 5.5.

5.6. Review Documentation

5.6.1. Process Owner reviews the documentation to determine if any changes are necessary.

5.6.1.1. If the process is obsolete and the documentation should be retired and removed from the library, go to step 5.6

5.6.1.2. If no changes are necessary, go to step 5.9.

5.6.1.3. If changes are necessary, go to step 5.10.

5.7. Notify Document Control Admin the Process is Obsolete

5.7.1. Process Owner sends notice to the DC Admin with instructions that the process has been eliminated and the document should be moved to the Archive.

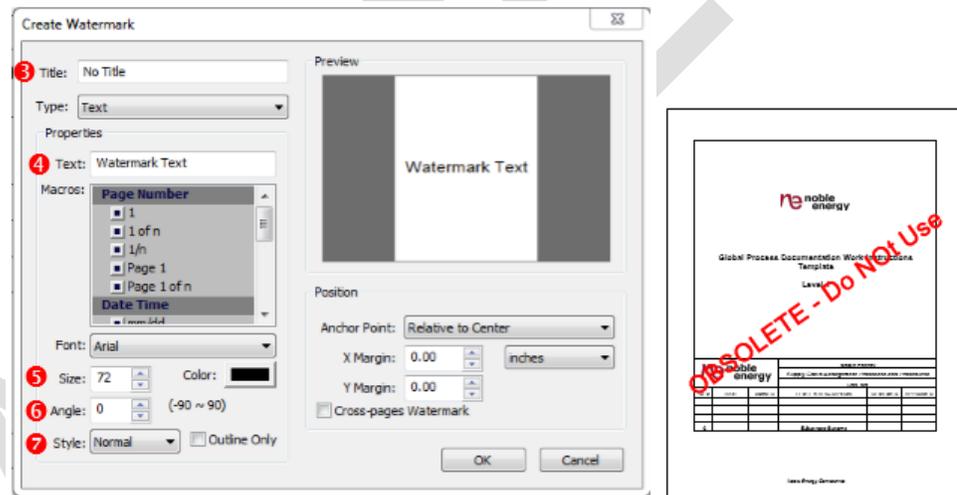
5.8. Remove Obsolete Documentation from Library

5.8.1. DC admin updates the affected file(s) in the Library to indicate it is obsolete and should no longer be used. This will prevent people from using the process until the Portal Admin can remove it from the Library page.

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

5.8.1.1. Add a watermark “**OBSOLETE – Do Not Use**” to the PDF file in Library.

1. Click Document | Watermark | Add.
2. Click the Create icon  on the right-hand side of the screen.
3. Type a name for the watermark in the Title field.
4. Enter the text to appear as the watermark in the Text field.
5. Adjust the font size if necessary to ensure the entire watermark displays on each page.
6. Set the angle if you want the watermark to display diagonally on each page.
7. Select the style of the text: Normal, Bold, Italics, Bold and Italics.
8. Click OK.



5.8.2. Send instructions to the person responsible for updating the Portal to remove the links from the Portal page.

5.8.3. Update Master DCL to indicate file is obsolete and removal request submitted.

5.9. Update Archive per Retention Schedule

5.9.1. After links are removed from the Portal web page, DC Admin deletes the documentation file(s) from the Library.

5.9.2. Move the obsolete file(s) from the Approved folder to the Archive folder.

5.9.3. Rename the file(s) adding the obsolete file indicator to the revision extension. Example: FileName-**oRev.1**.DOC

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

5.10. Notify Document Control Admin No Updates Necessary

- 5.10.1. Process Owner notifies DC Admin that the documentation is still valid as is.
- 5.10.2. Go to step 5.11.

5.11. Create/Update Documentation

- 5.11.1. **New:** the Process Owner or Author created the process map and/or writes the work instructions for the new process.
- 5.11.2. **Update or Annual Review:** the Process Owner or Author updates the current work instructions and process map as necessary.
- 5.11.3. Refer to the SCM Style Guide for work instructions help if embedded instructions in template are not sufficient.

5.12. Get Management Approval

- 5.12.1. Once updates are complete, Process Owner submits the new or updated document to the approver(s) designated below.
 - 5.12.1.1. For **global processes**, approval require from Global Approver only.
 - 5.12.1.2. For **site-specific processes**, approval required from both Site Approver and Global Approver.

SCM Group	Global Approver	Site 1 Approver	Site 2 Approver	Site 3 Approver	Site 4 Approver
eAM CMMS					
Contracts					
E-Business Systems					
Inventory					
Logistics					
Procurement					
SCM Systems					
Trade Compliance					

5.13. Submit to Document Control for Publishing

- 5.13.1. After approval is obtained, Process Owner forwards approval email with the completed and approved document(s) attached to DC Admin for review and publishing.

5.14. Review Edited and Approved Document

- 5.14.1. The DC Admin reviews the edited document for grammar, spelling, correct process map, reference documents, etc.

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

5.14.2. Update the Revision Number on the title page and in the header.

5.14.3. Ensure the Revision Table is updated.

5.15. Update the Master Document Control List

5.15.1. The DC Admin updates the revision, owner, and next review date on the Master Document Control List.

5.15.2. For new documentation, add the Document Number to the new document.

5.16. Publish the Document to the Appropriate Repository

5.16.1. The DC Admin saves the final document to the appropriate SCM Archive /<group> folder with an incremented Rev Number matching the revision number in the document. Example: Rev1.

5.16.2. Save the final document as a PDF to the appropriate SCM Process Library/<group> folder overwriting the previous version.

5.16.3. The published PDF version will have no rev number in the file name – this way the link will always be the same.

5.16.4. Delete all draft revisions in the SCM Processes/Unapproved/<group> folder.

5.17. Notify Process Owner Document Available

5.17.1. The DC Admin will send notification to the Process Owner or Author to let them know that the new/updated document is now available for use from the Portal page SCM Processes and Procedures Library.

5.18. Notify Stakeholders

5.18.1. The Process Owner will notify the stakeholders regarding the new or updated documentation.

5.18.2. For **documentation updates**, copy the revision table and paste into an email to the stakeholders to let them know what has changed and instruct them to destroy any copies printed or saved locally.

Sample Email Text Below

This email is to let you know that the work instructions and/or process map for the <process name> process has been updated.

Please destroy or delete any printed or locally saved copies of the document(s).

Thank you,

	Global SCM Document Control and Retention			
	Doc. No.	E-L4-0037	Rev.	0

5.18.3. For **new documentation**, send an email to the stakeholders with a link to the new document with instruction on when to use the process.

6. REFERENCE DOCUMENTS

- 6.1. **Master Document Control List**
- 6.2. **Work Instructions Template**
- 6.3. **Process Map Template**
- 6.4. **SCM Style Guide**
- 6.5. **Records Management Manual**
- 6.6. **Records Retention Schedule**

7. ACRONYMS AND TERMINOLOGY

Acronym or Term	Definition
Admin	Administrator
Approver	Person ultimately responsible for the process – Process Owner
Author	Person writing or editing the work instructions
DC	Document Control
DCL	Document Control List
E	E-Business Systems
L4	Level 4 – global process work instructions
PDF	Portable Document Format (non-editable file format)
Process Owner	Manager of the SCM team that performs the process
Revision or Rev	<p>A revision is a change to content and requires management approval and the Rev# to be changed.</p> <p>Types of Content Changes – changes to process steps (add or deletes), changes to the process map, changes to work instructions based on process map changes, ownership changes, Level 1 Description changes, and annual review changes.</p> <p>A non-revision is not a content change and does not require approval or a Rev# change.</p> <p>Types of non-content changes: formatting changes, grammar and spelling changes, template changes.</p>
SCM	Supply Chain Management