Standard Operating Procedure: Document Control

eva service gmbh

Document Number: SOP-QM-001

Version: 1.0

Effective Date: 11.04.2025

Approved by: Nisse Oberwalleney

---

1. Purpose

This procedure defines the processes and responsibilities for creating, reviewing, approving, publishing, revising, and archiving all quality-relevant documents within eva's Quality Management System (QMS), including standard and methodologies, SOPs, forms, templates, and records.

---

2. Scope

Applies to all controlled documents created or used by eva, including but not limited to:

- Standard and methodologies,
- Standard Operating Procedures (SOPs),
- Forms, templates, and guidance documents,
- Policies and manuals,
- Internal records of implementation and oversight.

---

3. Definitions

Term	Definition

Controlled Document	A document that is subject to review, approval, versioning, and restricted access.
Uncontrolled Copy	A copy of a controlled document that is not subject to version updates.
Record	A document that provides evidence of activities or results (e.g., attendance logs, review reports).

---

4. Responsibilities

Role	Responsibility
Quality Assurance Officer	Maintains document control system and ensures compliance.
Document Owner	Drafts and updates content, initiates reviews.
Approving Authority	Reviews and approves final version before release.
All Staff	Use only the latest approved version of documents.

---

5. Document Identification and Structure

Each controlled document must include:

- Document Title,
- Document Number (e.g., SOP-STD-001, FORM-CERT-002),
- Version Number,
- Effective Date,
- Author and Approver,
- Page numbers (Page x of y),

- Revision History section.

---

6. Document Lifecycle

6.1 Creation and Drafting

- Document Owner prepares the initial draft.
- A unique document number is assigned according to document type.
- Draft is reviewed internally for completeness and alignment with the QM system.

6.2 Review and Approval

- All controlled documents must be reviewed and approved by the designated Approving Authority.
- Reviewers may include subject-matter experts, Quality Assurance, or legal advisors if applicable.

6.3 Publication

- Approved documents are published centrally in the **eva Document Management System (DMS)**.
- Access permissions are granted based on role (e.g. staff, partners, public).
- Public documents (e.g. Standard and Methodologies) are additionally made available on the eva website, the online platform or registry.

6.4 Revision and Updating

- Documents are reviewed periodically:
  - SOPs and internal policies: every 3 years or upon need,
  - Standard and Methodologies: as per their respective SOP,
- Revisions are logged in the **Revision History** table.
- Minor revisions (typos, formatting) may be approved by the QA Officer; major revisions require full review and re-approval.

6.5 Obsolete Documents

- Obsolete versions are archived in the DMS with restricted access.
- All obsolete copies (physical or digital) must be marked as “Obsolete – Do Not Use”.

---

7. Document Numbering System

Prefix	Document Type
SOP-STD	Standard Operating Procedures related to Standards
SOP-QM	SOPs for general QM processes
POL	Policy documents
FORM	Forms and templates
DOC	Internal working documents
REC	Records and logs

Example: SOP-STD-003 = SOP on stakeholder involvement in standard reviews.

---

8. Distribution and Access

- All staff and relevant stakeholders are informed about newly issued or revised documents.
- Publicly relevant documents (e.g. standards) are published on the eva website.
- Internal users access the DMS via secure login.

---

9. Documentation and Records

- Document Control Log (tracking all current documents),
- Revision History tables within documents,
- Approval forms or confirmation emails,
- Archive of obsolete versions (digital).

---

10. References

- ISO 9001:2015 – Quality management systems
- ISEAL Code of Good Practice
- SOP-STD-002: Review of Standards and Methodology
- SOP-STD-003: Stakeholder Involvement in Reviews

---

11. Revision History

Version	Date	Description	Author
1.0	11.04.2025	Initial version	Rüdiger Meyer