

Disclaimer: Please refer to ISO 9001. This document is intended as general guidance only, based on the author's experience, so it should not be considered consulting and/or legal advice.

REQUIRED: A title, of course, should be included prominently at the top of the first page, at a minimum. If there is an associated document reference/control number, it can be included with the title or in another easily identifiable location on the first page, but it is not required.

Document Title

Name of Department (i.e., Owner)

Date: mm/dd/yyyy

REQUIRED: Another option is to place this in the footer. BEST PRACTICE: It is recommended that it be the department name, not the author, as the author may leave the department at any point in time.

REQUIRED: Indicate the date the document was created or last updated. This should be on the first page, at a minimum. This can be phrased as needed (e.g., created, last revised, updated, etc.)

DOCUMENT CONTENT: will depend on the type of document and/or its purpose. For policies, procedures, ops manuals, work instructions, and job aids, the following sections are considered BEST PRACTICES to consider including in the order listed: a purpose/objective; responsibilities; definitions (as needed); relevant contacts (i.e., department title(s)); the procedure itself (or if better suited, a process flow); and, if applicable, references (typically at the end) to related documents and attachments to the document.

REQUIRED: The document's page number(s) should be indicated in an appropriate format. BEST PRACTICE: indicate each page as "Page # of #" to properly identify the total number of pages and the end of the document.

BEST PRACTICE: A statement on all pages of the document to control the distribution & use of printed copies, unless all documents will only be available online without a print option.

BEST PRACTICE: It is recommended that a revision or version number be assigned & noted somewhere on the document. Revision/Version numbers can be recorded & tracked in the document (see revision history table on the next page) or in a document management e-system.

REQUIRED: The author; who approved the document and any revisions; and an indication of version control (the date the document was initially created, and the dates of any revisions made). BEST PRACTICE: to track the requirements mentioned, a revision history table such as the one below or revision history controlled through an on-line document management system.

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Document Revision History

Date	Rev. #	Author	Approver	Description of Change
01/15/2017	1.0	Author's name	Approver's name	Creation of document
12/20/2018	1.1	Author's name	Approver's name	Section X was updated to coincide with a change in the process.
11/15/2019	1.2	Author's name	Approver's name	Section Y – minor updates for clarification purposes
11/14/2020	1.2	Author's name	Approver's name	Scheduled review – no updates

BEST PRACTICE: A scheduled frequency for reviewing the document to ensure it remains accurate and up-to-date. The frequency is at the discretion of the organization, but it probably should be at least every 2 years. If no updates are made to the document as a result of such a review, assigning a new revision/version number is at the discretion of the organization (in this example, it remains at 1.2).

NOTE: Controlled forms utilized to document evidence of actions taken or results achieved (i.e., records) are often associated with and referenced in a procedure. In such cases, changes to such forms (or to indicate they have undergone a periodic review) can be described in the procedure's document revision history table. However, as with procedures, if a form is controlled in an online system, the revision history of it can be recorded and managed there.