

QUALITY MANAGEMENT SYSTEM (QMS) PROCEDURE

Section	Quality		
Approval Date	24.07.2013	Approved by	Academic Board
Next Review	01.05.2020	Responsibility	Director of Learning, Teaching and Quality
Last Reviewed	01.05.2018	Key Evaluation Question	6

PURPOSE

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

To meet the objectives set out in the QMS policy by setting out the required actions and responsibilities to enact or implement the process.

Note: the process for developing, reviewing, publishing and tracking policies and procedures is coordinated centrally so that the **documented** Quality Management System (QMS) is integrated and consistent.

SCOPE

All NMIT policies and procedures. Collectively, these 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 and linked to other related policies and procedures within the QMS.

NOT IN SCOPE

Forms, Templates and Guidelines. These documents are available to NMIT Staff **only**, on the NMIT intranet, and are not subject to approval or version control in the same way as the policies and procedures. They should, however, be reviewed at the same time as the policy or procedure to which they relate.

DEFINITIONS

A list of academic terminology and the glossary of Māori terms – Kupu - are located in section 2 of the NMIT Academic Statute.

The definitions of additional specialist terms relevant to this policy/the relevant programme or business support area are listed below:

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.
Document Library	An electronic repository for documents with specific metadata, security permissions, with rules for records retention and destruction applied.
Document Set	A set of related documents within a document library created for the purposes of managing permissions and organisational sense. Specific

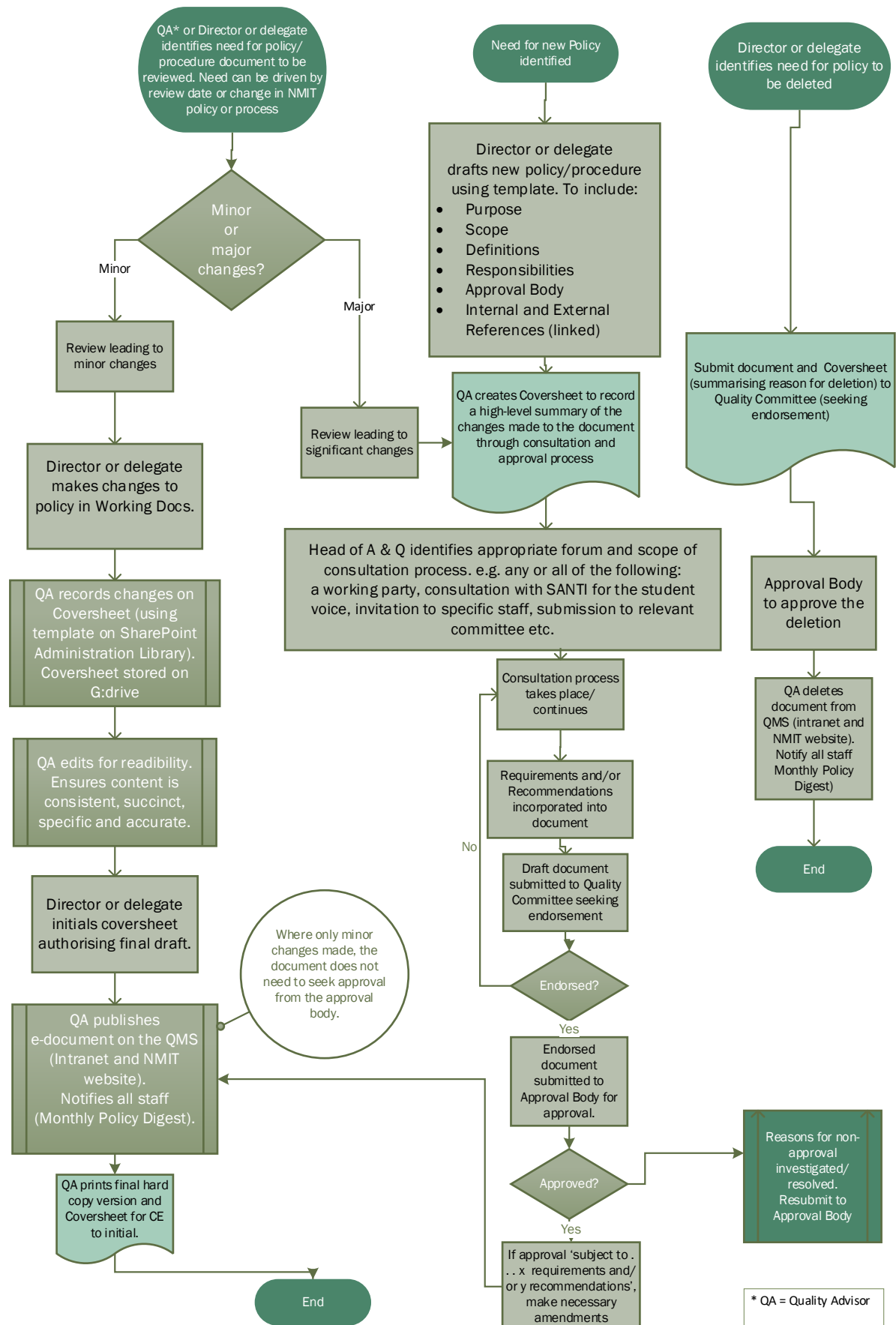
	metadata, security permissions and records retention and destruction rules are applied.
Last Reviewed Date	The date that minor or major changes were approved by the staff member responsible for the document content. This applies even if no changes are identified.
Metadata	Data describing context, content and structure of records and their management through time. [ISO 15489]
Minor Changes	Changes that do not alter the intent of the policy or procedure. Minor changes include updating position titles, references, definitions and re-formatting.
Next Review Date	The agreed review date by the approval body and/or the staff member responsible for the document and the Head of Academic and Quality. The published review date does not preclude updates occurring before this date, in instances when content is sufficiently incorrect to be deemed to be putting the institute at risk.
Quality Management System (QMS)	The formalised system that documents policy, procedure and processes, and responsibilities for achieving the consistent quality outputs which occur within NMIT to enable agreed student and stakeholder expectations to be met. The documented QMS sets out the policies, structure, processes, responsibilities and resources; and describes how these are coordinated to achieve quality.

RESPONSIBILITIES

Approval Body	<ul style="list-style-type: none"> Review and approve documents under their responsibility within the agreed review cycle. Ensures legislative requirements
Director (specified in the document header as having responsibility) or delegate (Head of A + Q)	For each policy or procedure: <ul style="list-style-type: none"> Ensuring the adherence to the policy/procedure The accuracy of content; including meeting legislative requirements Ensuring the document is reviewed by the due date, or earlier if required Advising the Head of A & Q in advance of the purpose and extent of planned reviews where updates are necessary
Head of Academic and Quality	<ul style="list-style-type: none"> The overall management of the QMS Defining the consultation and approval process for new and significantly changed policies and procedures Coordinating any consultation meetings required as part of the review process
Quality Advisor (QA)	<ul style="list-style-type: none"> Operational management of the QMS documentation

	<ul style="list-style-type: none"> • Editing and proof-reading all content to ensure consistency, accuracy, currency and to minimise overly academic language. • Designing Process Maps, charts, visual overviews to enhance comprehension of policy or procedure, and to provide a visual interpretation of any processes to be followed. • Making minor changes with advice from the staff member identified as the “owner” (recorded in the SharePoint meta-data) of the policy or procedure. • 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
Quality Committee	<ul style="list-style-type: none"> • Authorising the development of new policies and procedures • Guiding, as it sees fit, the content and scope of individual document reviews • Scrutinising and endorsing all policies that require a full review, including all new policies.
Quality Enhancement Manager (QEM)	<ul style="list-style-type: none"> • In consultation with the Head of Academic and Quality, plan and manage the QMS ensuring it is clearly defined, effective and well controlled

PROCESS MAP



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

		Responsibility
	Need for a new / significant changes to a / policy or procedure identified	
1	Set up draft document on SharePoint system (Working Docs) for key staff to review and revise in appropriate section (Finance, Learning and Teaching or POD etc). Liaise with Director or delegate to identify staff who require contributing rights. Confirm procedure and individual responsibilities with Director or delegate.	Quality Advisor
2	Identify appropriate forum and scope of consultation process. Facilitate consultation with appropriate stakeholders: e.g. SANITI, subject matter experts, relevant standing committees of Academic Board, to inform Policy content, scope, purpose etc. Complete draft document and communicate readiness to Quality Advisor.	Director or delegate
3	Provide quality check for document structure, register, formatting, clarity and consistency with the QMS. Insert hyperlinks	Quality Advisor
4	Prepare Coversheet (using template available on Administration Library on SharePoint) summarising background and main changes: Upload draft document and coversheet to Quality Committee Agenda on Intranet (Committees site)	Quality Advisor
5	Add policy document and Coversheet to next Quality Committee Agenda for discussion and potential endorsement	Secretary for Quality Committee
6	Review draft document, make recommendations and endorse the draft document, if appropriate.	Quality Committee
7	Make any changes as required or recommended by Quality Committee	Quality Advisor
8	Submit endorsed policy document and Coversheet to the next scheduled meeting of the Approval Body, seeking approval.	Quality Advisor with Secretary for Approval Body
9	Report the decision of the Approval Body and any requirements or recommendations 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

		Responsibility
10	<p>Record the date of approval by the Approval Body on the Coversheet and the Version Control table in the policy document.</p> <p>Print a clean version of the document in colour for the Chief Executive to sign as confirmation of approval.</p> <p><u>In Published Documents</u> (moving the current doc out of the published docs view, to make way for the updated version)</p> <ul style="list-style-type: none"> 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. <p><u>In Working Documents</u></p> <ul style="list-style-type: none"> 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 <p>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.</p> <p><u>Paper copies and filing</u></p> <ul style="list-style-type: none"> 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
11	<p><u>In Working Docs</u></p> <p>Change the status of the Document Set / document to Approved.</p> <p>This secures the history of the development or changes from alteration. Document Set no longer visible in Working Docs.</p>	Quality Advisor
12	<p>Create a pdf copy of the policy and save in</p> <p>G:/Acadteam/Policy Development/Published pdf copies/. . .</p>	Quality Advisor
13	<p>Upload new version of Policy (as pdf) onto NMIT Website via Downloads on DeskPro. Publish on POLLY, as per elcom publisher manual.</p>	Quality Advisor
14	<p>Update the Tracksheet Workbook (Excel spreadsheet stored separately on G:drive)</p>	Quality Advisor
15	<p>Submit print copies of policy and coversheet for CE’s initial (and approval) and file the initialled paper copies in A & Q office.</p>	Quality Advisor
16	<p>Advise all staff of recently approved documents via a News item on Intranet, the monthly Policy Digest, and any other effective methods of communication.</p>	Quality Advisor

	Need for minor changes to a policy or procedure identified	Responsibility
1	Set up draft document on SharePoint system (Working Docs) for key staff to review and revise. Liaise with Director or delegate to identify staff who require contributing rights. Confirm procedure and individual responsibilities with Director or delegate.	Quality Advisor
2	Make changes as appropriate. Retain the Approval date . Insert a This review date in the document header.	Director/delegate/ Quality Advisor
3	Create a coversheet to summarise changes made. Populate the table at footer with dates as appropriate.	Quality Advisor
4	<p>Print a clean version of the document in colour for the Chief Executive to sign as confirmation of approval.</p> <p><u>In Published Documents</u></p> <ul style="list-style-type: none"> Document Metadata: Using Edit Properties, update the document title with the prefix: Superceded by reviewed doc 24.07.20xx . . . and change the Business Value of the document to be replaced to Superceded [from 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. <p><u>In Working Documents</u></p> <ul style="list-style-type: none"> 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 any 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. <p><u>Paper copies and filing</u></p> <ul style="list-style-type: none"> 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	<p><u>In Working Docs</u></p> <p>Change the status of the Document Set to Approved.</p> <p>This secures the history of the development or changes from alteration. Document Set no longer visible in Working Docs.</p>	Quality Advisor
6	Create and file a pdf version in <i>G:AcadTeam/Policy Development/Published PDF Copies/ . . .</i>	Quality Advisor
7	Upload new document on to NMIT website (as pdf) via Downloads on DeskPro (this will automatically feed the link available on the NMIT intranet POLLY).	Quality Advisor

	Documents in the <i>Form, Templates and Guidelines</i> section are designed for internal use only and need to be uploaded to POLLY by a separate process.	
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

PROCEDURE – **DELETION OF A POLICY OR PROCEDURE**

	Need for a policy or procedure to be deleted identified	Responsibility
1	Prepare a Coversheet (Template available on Sharepoint's Administration Library) and request confirmation of the deletion from the person responsible indicated on the document header.	Quality Advisor
2	Obtain Quality Committee endorsement of the deletion from the QMS	Quality Advisor -> Quality Committee
3	Update Coversheet and send to the Approval Body with a copy of the document for deletion	Quality Advisor -> Approval Body
4	Initial Coversheet and document	Chief Executive
5	<ul style="list-style-type: none"> 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) and the Intranet. File Deleted paper copies in the QMS Deletions Folder. 	Quality Advisor
7	Advise staff of the deletion in the monthly Policy Digest and any other effective means of communication.	Quality Advisor

REFERENCES

INTERNAL

[Quality Management System \(QMS\) Policy](#)

[NMIT Academic Statute - Section 1: Introduction](#)

Tracksheet Workbook (available on G:drive – for internal use only)

[Coversheet for Approval of New and Significantly Changed Policy or Procedure](#)

[Coversheet for Approval of Minor Changes to a Policy or Procedure](#)

[Coversheet for Deletion of a Policy or Procedure](#)

[Controlled Document Template – POLICY](#)

[Controlled Document Template - PROCEDURE](#)