

**Document ID:** OAK-QR-PR



## **Quality Records Process**

**Version 1.3.1**

**01-Aug-11**

**#27, NGEF Lane, Off 100 Feet Road,  
Indiranagar 1<sup>st</sup> Stage,  
Bangalore-560 038  
Ph: +91 80 4126 7681  
e-mail: [asmita@oaksys.net](mailto:asmita@oaksys.net)  
<http://www.oaksys.net>**

**Owner:** Asmita P. Oak Management Representative-MR

**Approvals**

**Name:** Pradeep P. Oak

**Designation:** Director

**Signature:**

**Approved On:** 01-Aug-11

**Distribution List:** Director, MR, Library

**Abstract:** This document gives a framework to establish a procedure for the control of quality records to demonstrate the conformance to specified requirements and effective operation of the Quality Management System.

## CHANGE HISTORY

Version	Release Date	Authors	Review team	Description
<b>1.0a</b>	Draft	Ramesh	Pradeep Pai Balasubramanya Swati	Draft
<b>1.0</b>	15-Jul-03	Ramesh	Pradeep, Pai Bala, Swati, Asmita, Santosh, Ben, Manik	Sec 3.0, 5.4, 5.5 Responsibilities are separated, group is added
<b>1.1</b>	13-Apr-05	Prashant S.O	Shashidhar Joshi	Address, email-ID and Phone number was changed as per CR 151 in the first page of the process.
<b>1.2</b>	15-Jun-06	Deepa G C	Asmita	Phone Number was changed as per CR 262 in the first page of the process.
<b>1.3</b>	10-Aug-09	Asmita	Pai	CR 386: ISO 9001:2008 referred CR 388: Address change
<b>1.3.1</b>	01-Aug-11	Vinoth	Pai	CR 406:Address change

# TABLE OF CONTENTS

CHANGE HISTORY.....2

TABLE OF CONTENTS.....3

1.0 Quality Records Process .....4

    1.1 Purpose.....4

    1.2 Scope.....4

    1.3 Target Audience .....4

    1.4 Glossary .....4

    1.5 References.....4

2.0 Entry criteria .....5

3.0 Responsibility.....6

4.0 Process flow diagram .....7

5.0 Process description .....8

    5.1 General.....8

    5.2 Identification of Records .....8

    5.3 Collection of Records .....8

    5.4 Filing of Records .....8

    5.5 Access of Records.....8

    5.6 Retention of Records .....8

    5.7 Disposition of Records .....8

6.0 Deliverables and quality records.....9

7.0 Verification.....10

8.0 Exit criteria.....11

9.0 Appendix.....12

    9.1 Master List – OAK-QMS-ML .....12

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 1.0 QUALITY RECORDS PROCESS

### 1.1 Purpose

This document gives a framework to establish a procedure for the control of quality records to demonstrate the conformance to specified requirements and effective operation of the Quality Management System.

### 1.2 Scope

This Process is applicable to all Quality records in Oak Systems.

### 1.3 Target Audience

All members of Oaksys

### 1.4 Glossary

ISO—International Organization for Standardization

MR—Management Representative

Org—Organisation

PL—Project Leader

QMR—Quality Management Review

SQA—Software Quality Assurance

### 1.5 References

- ISO 9001:2008 standard Clause 4.2.4

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 2.0 ENTRY CRITERIA

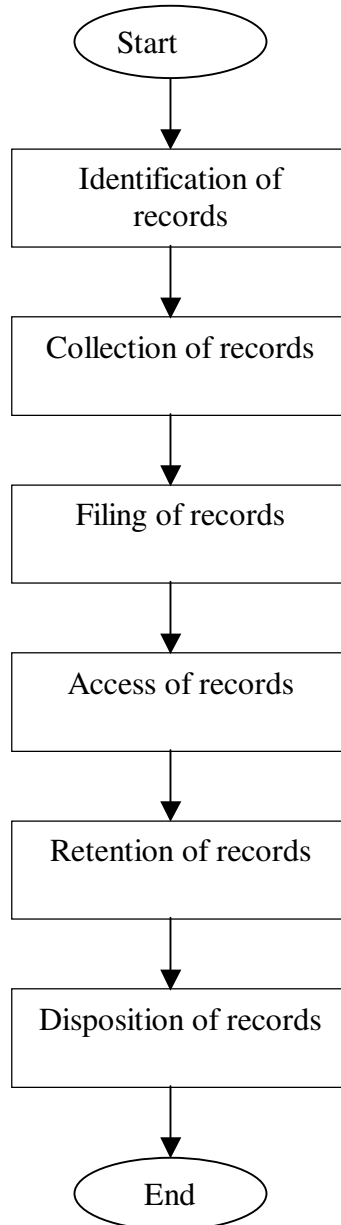
- Published Master list

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

### 3.0 RESPONSIBILITY

- PLs are responsible for Project Quality records
- MR is responsible for managing Internal Quality Audit records, QMR records
- Org SQA is responsible for metrics records
- Group heads are responsible for all the process records pertaining to their group

## 4.0 PROCESS FLOW DIAGRAM



Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 5.0 PROCESS DESCRIPTION

### 5.1 General

Records also are the primary source of data that will be used to evaluate if (and to what degree) desired results are accomplished. Further, records cannot be revised. Examples of records are minutes of meeting, audit reports, training records etc.

### 5.2 Identification of Records

All quality records shall be identified by a unique document name and ID as defined in the **Documentation Standard Guidelines OAK-DDC-GL-DSD**.

### 5.3 Collection of Records

The quality records are collected on generation of the same by the respective group head.

### 5.4 Filing of Records

In case of soft copy, quality records are stored in appropriate place in the directory in the respective areas by concerned group head.

In case of hard copy quality records are filed and stored.

### 5.5 Access of Records

All personnel performing various tasks in Oaksys shall have access to any record required by them in connection with their work, through the group head maintaining the quality records. The group head decides the mode of access that has to be given to the personnel for accessing the quality record.

If requested by the customer, the appropriate quality record shall be made available to the customer as reference.

### 5.6 Retention of Records

All the Quality records shall be retained as per the retention period defined in Master List of records **OAK-QMS-ML**.

### 5.7 Disposition of Records

After the retention period the decision regarding disposition of quality records is taken by respective Group head.



Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 6.0 DELIVERABLES AND QUALITY RECORDS

- Master List

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 7.0 VERIFICATION

- Through Internal Quality Audits

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 8.0 EXIT CRITERIA

- Disposition of quality records

Oak Systems Pvt. Ltd		Quality Records Process
Version: 1.3.1	01-Aug-11	Doc. ID: OAK-QR-PR

## 9.0 APPENDIX

### 9.1 Master List – OAK-QMS-ML