West Indies School of Theology

OP 4/1 – Procedure for Formatting Documents

PURPOSE

To specify a standard format to be used for documenting the institution's controlled documents.

SCOPE

This document details the procedure for documenting and numbering all policies, operating procedures, work instructions, guidelines, handbooks and forms pertaining to the governance and operations of the School and the Quality Management System.

RESPONSIBILITY

Management Representative

DEFINITIONS

TERM	DEFINITION
Forms	Blank copies of a record approved for use which is part of the quality system documentation.
Guidelines	Guidelines are advisory and explanatory statements that offer detail, context or recommendations for good practice.
Handbooks	A collection of policies, procedures, instructions and guidelines applicable to a specific group of persons in the institutions such as staff, faculty, students
Operating Procedures	Procedures are mandatory statements of the School's standard and required practice. They define how the School implements the principles set out in the policies, the requirements of the ISO 9001:2008 standard, and ACTT's registration criteria, described in general terms in the quality manual and narrative.
Policies	Policies are mandatory statement of the principles guiding the School's operations and decision making. They are binding and apply across all sites.
Work Instructions	Expand the information given in operating procedures to provide details of the methods for performing specific tasks. Work instructions are established, where the lack of same, would adversely affect the quality of the service provided.

REFERENCES
WIST Style Guide

DOCUMENTATION
Not applicable

PROCEDURE

1.0   Handbooks
1.1   All handbooks shall contain the following introductory information:

1. Foreword

2. Introduction

3. History

4. Vision

5. Mission

6. Core Values

7. Goals

1.2   Policies shall be clearly identified and where applicable, the process associated with the policy, immediately follow where a procedure has not been documented. Documented procedures shall be included in the Appendices. Policy statements shall be simple and clearly articulated to avoid ambiguity.

1.3   Policies shall make reference to guidelines that offer additional information to guide implementation where applicable.

1.4   Handbooks will be formatted in accordance with WIST's Style Guide.

2.0   Operating procedures
2.1   All operating procedures shall contain the following sections:

SECTION	DESCRIPTION
TITLE	The procedure reference number and the title of the procedure.
PURPOSE	Defines the objective of the procedure *i.e.* why it has been written.
SCOPE	Defines the task, function, location or service to which the document applies. Alternatively, it identifies exceptions.

RESPONSIBILITY	Identifies the persons responsible for executing the tasks or activities defined in the procedural text, Section 7.0.
DEFINITIONS	Defines the meaning of terms, jargon and words used in the procedure, which may require clarification.
REFERENCES	A list of the reference information which pertains to the operation of the procedure e.g. work instructions, national or other standards etc.
DOCUMENTATION	A list of the forms which are referred to within the procedure and on which data is documented. Following the documentation of the relevant data, the document becomes a Quality Record. NOTE: The data may also be generated and stored electronically.
PROCEDURE	This section defines the method employed to achieve the objectives of the procedure defined in Purpose. The length of the section varies depending on the requirements of the procedure. Work Instructions (WI) are referred to in this section to further explain the procedure where applicable.

2.2   References to job titles or standard forms are by full title the first time they are used in a procedure.
e.g.   Board of Directors, Corrective Action Request

2.3.   All paragraphs in the 'Procedure' section are to be sequentially numbered.

2.4   All sections of the document are completed using the active voice. If a section is not applicable, this is stated.

2.5   All operating procedures shall be numbered as follows:

Prefix	-	OP	OPERATING PROCEDURE
e.g.	-	OP 1	The number immediately following the prefix refers to the corresponding section of the ISO 9001:2008 standard.
Suffix	-	OP 1/1	A numerical sequence of those operating procedures related to that section of the ISO 9001:2008 standard.

3.0 Work instructions
3.1 All work instructions shall be numbered as follows:

Prefix	-	WI	WORK INSTRUCTION

e.g. - WI 1/1   The Work Instruction takes the same number as the Operating Procedure in which it first appears.

Suffix - WI 1/1-A   An alphabetical suffix is used to distinguish between the different work instructions associated with the Operating Procedure

Title -   Work instructions are also distinguished from each other by their title.

4.0 Forms
4.1 All forms shall be numbered as follows:

Prefix - F   FORM

Suffix - 1   A numerical sequence of the forms used in the organisation.