



Document Control and Management Workshop

(A) Introduction

Document control and management is mandatory and one of the most critical requirements of management systems applicable across the organization.

Document control requirement happens to be one of the most difficult and ineffectively implemented requirements leading to errors, delays, costs, poor records management and non conformities.

Its relevance and impact in organisations engaged in design and development is much higher as control of drawings is critical to procurement and production. Lack of control leads to dissatisfaction of Design Consultants and Customers.

(B) Course Objective

- a. To enhance awareness about the need, importance of Document and Records control and management and consequences of ineffective implementation;
- b. To identify all the Documents to be controlled in an organisation;
- c. To develop an effective comprehensive Document Control system which includes
 - Controlled Documents
 - Un Controlled
 - Obsolete Documents
 - Documents Retained for Knowledge purposes for future uses
 - Control of Documents of External Origin

(C) Key Contents of the Workshop

1. Fundamentals, need, importance, impact of:
 - a. Document control and management

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- b. Records control and management
2. Consequences of ineffective Documents and Records control and management
3. Workshop # 1 – “ Identification of all the Documents to be controlled in an organisation”
4. Workshop # 2 – “ Developing an effective and comprehensive Document Control system”
5. Workshop # 3 – “ Preparing implementation action plan”

(D) Expected Benefits of Attending the Training

- Improved document control and records management leading to improved control, fewer errors, less rework.
- Improved records control, access, retrieval and disposal.

(E) Other Details Pertaining to the Workshop

- Duration of the Training and Workshop : 4 hours
- Maximum number of participants: 20.

(F) Who Should Attend

- *Design Manager, Designers, from Design/ Development*
- *Document controllers*
- *All staff from Business Excellence/ Quality Department/ Management Representative*
- *Staff from function like:*
 - *Strategy*
 - *Projects;*
 - *Production;*
 - *Maintenance;*
 - *Procurement;*
 - *Logistics/ Stores;*
 - *Sales;*
 - *Customer service/ After Sales Service;;*

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(G). Tutor Profile: Mr. Sunil Thawani



Mr. Sunil Thawani is the Chief Executive Officer of M/s. Quality Indeed Consulting Services, Canada and currently based in U.A.E. He is a leading management professional with a successful track record of assisting many organizations to successfully transform and improve their business performance in terms of quality, cost, speed, service, accuracy, delivery and win prestigious business excellence awards with highest scores to date. He is the Author of a book titled "Business Excellence Awards – Strategies for Winning".



His area of expertise is in the field of Business Excellence (EFQM Model), Six Sigma, Reengineering, Gemba Kaizen, Service Quality, ISO: 9000, Corporate Governance, Strategy deployment and Performance Management etc.



Sunil Thawani

He is Chairman of Continual Improvement sub group, Dubai Quality Group and American Society for Quality (ASQ) Country Counsellor, UAE and 1st Fellow of ASQ in the GCC. His work can be accessed at www.qualitywaves.com

He has held senior management positions in manufacturing and service organizations like Sama Dubai, Union National Bank, Adnoc Distribution, Steel Authority of India Limited etc.

(H) Contact

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