

Change Management

ISO 9001:2015 & ISO 45001:2018

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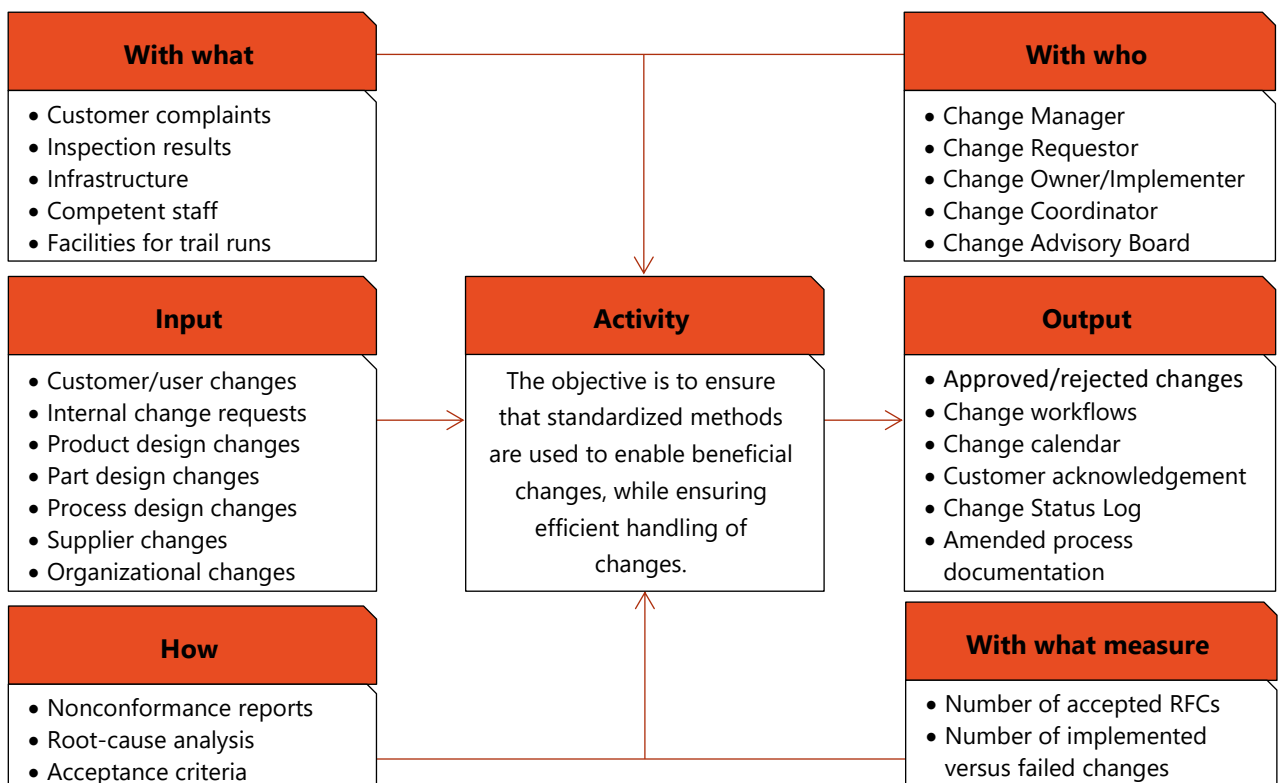
1 Procedure

1.1 Introduction & Purpose

The purpose of this procedure is to establish a standard approach to applying changes to production. Changes require thorough planning, careful monitoring, and follow-up evaluation to reduce the negative impact on the user community and to increase the value of vital information resources. This is done through a formal process of recording, assessment, authorization, scheduling, and comprehensive communication around all changes.

1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the change management process:



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 45001:2018	OH&S management systems	Requirements
BS EN ISO 19011:2018	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

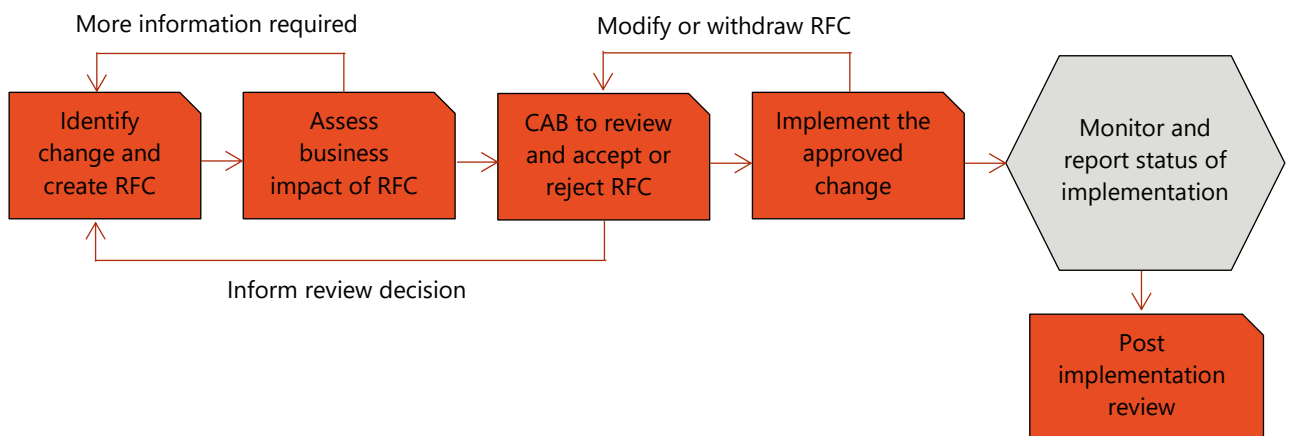
Term	Definition
Change	Addition, modification, or removal of approved, supported, or baseline process equipment, hardware, tools, network/software/firmware, process/production environment
Change Request	Formal request for a change that is reviewed and approved prior to implementation
Change Advisory Board	The authority for change management that reviews requested changes, assesses risk level and organizational impact, as well as approves, tables, or rejects change requests

1.4 Change Management Process

1.4.1 General

Management of changes is necessary when a change is considered to have a significant impact, i.e., on the volume and type of the work, on the range of production activities, or on the validity of process outputs or test results. **Your organization's** change management process involves:

- 1.4.1 Identifying a change, raising, and logging new change requests;
- 1.4.2 Assessing the impact, cost, benefits, and risks of each requested change;
- 1.4.3 Providing approval or rejection;
- 1.4.4 Overseeing the planning and implementation of approved changes;
- 1.4.5 Monitoring and reporting the status of changes;
- 1.4.6 Conducting post-implementation reviews and closing out change requests.



Every identified change and its impact on the HSQ management system needs to be evaluated, using a risk-based approach.

As such, **your organization** ensures that changes to the HSQ management system are planned and implemented in a controlled manner taking into account:

- The reason for the change; e.g., the context of the organization (4.1), needs of interested parties (4.2), customer feedback, complaints analysis, audit results, performance trends, risk reduction, or realizing an opportunity (6.1), continual improvement, organizational growth, launch of new products/services, organizational restructuring etc.
- Assessing the purpose of the change(s) and potential impact using a risk-based thinking approach to ensure the integrity of the HSQ management system is maintained i.e., focus on priorities, avoid disruption, ensure business continuity, maintain product/service reliability, protect the customer, maintain capability, continue to meet internal/external requirements etc.
- The determination of the resources required to enable the change such as people, knowledge acquisition, infrastructure, environment, budget, trials/tests, ongoing monitoring, structured reviews, etc.
- The determination of responsibility and authority for the change e.g., process owner, lead process users, customers, end-users, etc., including the necessary communication, training, and ongoing review to ensure the change is effective (i.e., the planned activities continue to be realized and planned results are being achieved).

1.4.2 Change Control Requests

Only workforce members who have been pre-approved by their respective business unit managers will be authorized to submit change requests to the CAB. Improperly filled out or incomplete change requests will not be reviewed by the CAB. The [Change Requestor](#) must be prepared to discuss the following when submitting a change to the CAB:

1. Description of the change;
2. Reason for the change;
3. A clearly defined back-out procedure to be implemented in the event of failures of issues;
4. Any risks that will be introduced by the change. If the risks are significant, what mitigation plans will be used to reduce the overall risk;
5. Proposed date and time for the change to occur (if outside of normal release schedule);
6. Anticipated maximum downtime associated with the change (including time for back-out procedure);
7. Description of the systems/processes that will be changed/affected;
8. List of impacted parties;
9. Name of person making the change.

All requests for change will be documented. The completion of a new request for change will be undertaken by the [Change Coordinator](#) with input from the [Change Requester](#). The [Change Coordinator](#) will assess the urgency and the impact of the change on the infrastructure, end-user productivity, and budget.

The [Change Coordinator](#) works with the [Change Requester](#) and the change initiator to develop a specific justification for the change and to identify how the change may impact the infrastructure, business operations, and budget.

1.4.2.1 Creating a Request for Change (RFC)

The [Request for Change](#) form is the standard document created by the [Change Coordinator](#) within [your organization's](#) selected technology platform that captures all the relevant information about the proposed change.

This information may range from basic facts about the change to more complex technical specifications necessary to complete the change. The [Change Coordinator](#) will work with the [Change Implementer](#) to identify as much of the following information as possible:

- The [Change Implementer's](#) and the [Change Coordinator's](#) name and contact information;
- An accurate description of the change required including the specific request, the reason the change is required, and the required timeframe;
- The priority and category of the change based on the information available;
- Incident tracking number of any issue that relates to the change;
- Description and clarification of any items to be changed, including identification of any configuration items if known;
- A cost-benefit analysis of the change and budgetary approval, if required;
- Business impact and resource assessment;
- Location of the release and a suggested implementation plan with timescale;
- Impact on business continuity and contingency plans;