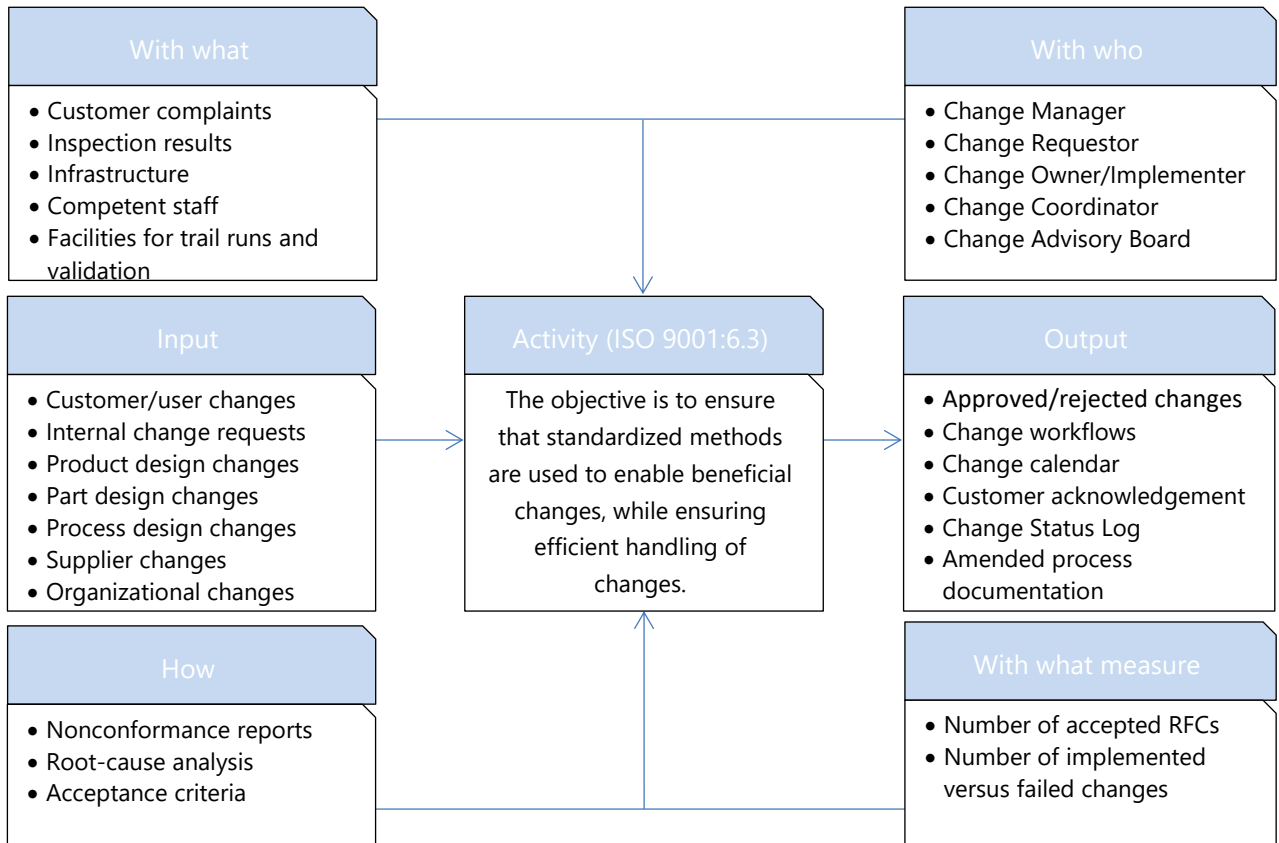


# 1 Change Management

## 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 negative impact to 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 Change Process Turtle Diagram



### 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 9004:2018	Quality management systems	Guidelines for performance improvements

### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Change	Addition, modification, or removal of approved, supported, or baseline process equipment, hardware, tools, network/software/firmware, process/production environment
Change Request	Formal documented 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