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PREFACE

This Handbook was prepared by the Joint Standards Australia/Standards New Zealand Committee, IT-021, Records and Document Management Systems.

The objective of this Handbook is to provide guidelines for processes, procedures and systems for implementing a document control program.

The implementation of document control processes and systems is critical for organisations. It improves the conduct of business by providing an orderly, efficient and accountable process for business critical documents requiring rigorous content verification and defined rules for document distribution and access. It supports compliance with statutory and contractual obligations and protects the interest of projects and organisations and stakeholders.

Document control is essential in ensuring information is captured in a consistent fit for purpose way, commensurate with its value to the business. This is part of the service that document control provides.

When utilised to its full extent, document control ensures that the traceability and movement of business critical documentation is captured and contained in a fully auditable manner. Business critical documentation is classified as vital records and should be managed as such. As a service provider, document control provides reports, templates, transmittals, unique controlled document identifiers, user support, central focal point, information services, trouble shooting and quality control to support the organisation in the execution of its operations.

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