

Mopilya.com

Control of Documented Information SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-QMS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Quality / QMS Coordinator	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	All QMS documents and records	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To define how Mopilya.com creates, reviews, approves, distributes, updates, protects, retrieves, retains, and disposes of QMS documents and records so that the latest approved information is available where needed.

2. Scope

Applies to policies, SOPs, work instructions, forms, registers, external documents, customer records, supplier documents, order records, inspection records, delivery records, complaints, corrective actions, and management review records.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 7.5 - Documented Information	Controls document approval, revision, availability, protection, retention, and disposition.
Clause 4.4 - QMS Processes	Ensures process documents and records are defined and maintained.
Clause 8.5.6 - Change Control	Ensures changes to operational documents are reviewed and authorized.
Clauses 9 and 10	Ensures records support audits, performance review, nonconformity, and improvement.

4. Definitions

Term	Definition
Documented Information	Information required to be controlled and maintained or retained by the QMS.
Document	A controlled instruction, policy, manual, SOP, form, template, or specification.
Record	Evidence that an activity was performed or a result was achieved.
External Document	A document from an outside source needed for operations, such as supplier specifications, legal requirements, or customer-approved drawings.
Obsolete Document	A superseded document that must not be used for current work.

5. Responsibilities

Role	Main Responsibilities
General Manager	Approves the Quality Manual, QMS policies, key SOPs, and major revisions.
QMS Coordinator	Maintains the document master list, document codes, revision status, and obsolete archive.
Process Owner	Drafts, reviews, trains users, and ensures documents reflect actual work.
All Employees	Use only current approved documents and report missing, unclear, or outdated documents.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify the need for a new or revised document based on a process gap, audit result, customer complaint, change, or management decision.	Process Owner	Document request or change request is raised.
2	Assign document code using the coding structure: MOP-[PROCESS]-[TYPE]-[NUMBER].	QMS Coordinator	Unique document code and title assigned.
3	Draft the document using the approved template and include purpose, scope, roles, procedure, records, risks, KPIs, and approval section.	Process Owner	Draft document prepared.
4	Review for operational accuracy, ISO alignment, clarity, and record requirements.	Process Owner / QMS Coordinator	Comments resolved before approval.
5	Approve the document before release.	Authorized Approver	Approved document carries revision number, effective date, and status.
6	Add the document to the Master Document List and publish it in the controlled location.	QMS Coordinator	Current revision is accessible to users.
7	Communicate changes and train affected users before or at the effective date.	Process Owner	Training/awareness evidence retained.
8	Remove obsolete versions from active locations and mark archived copies as obsolete.	QMS Coordinator	Obsolete copies cannot be used unintentionally.
9	Control records by retention period, storage location, backup, confidentiality, and disposal method.	Record Owner	Records are legible, retrievable, and protected.
10	Review controlled documents at least annually or when process changes occur.	QMS Coordinator / Process Owner	Review date and action recorded.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Master Document List	QMS Coordinator	Life of QMS + 3 years	Controlled shared folder / QMS drive
Document Change Request	QMS Coordinator	3 years	QMS records folder
Training / Awareness Record	Process Owner	3 years	HR / QMS folder
Record Retention Matrix	QMS Coordinator	Life of QMS	Controlled shared folder
Obsolete Document Archive	QMS Coordinator	3 years or as legally required	Obsolete archive folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Employees use outdated instructions	Only current documents are available in controlled folders; obsolete copies removed.	Stop use, replace with current copy, assess impact on affected orders.
Records cannot be found during audit or complaint review	Standard naming, storage locations, access rights, and retention matrix.	Escalate to QMS Coordinator and open corrective action if repeated.
Unapproved changes enter operations	Formal approval and revision control before release.	Withdraw document and retrain affected users.

9. KPIs

KPI	Suggested Target	Review Frequency
Documents reviewed before due date	>= 95%	Monthly
Uncontrolled document findings	0 major findings	Each audit
Record retrieval time	Within 1 working day	Monthly

10. Related Documents / Forms

- MOP-QMS-FRM-001 Master Document List
- MOP-QMS-FRM-002 Document Change Request
- MOP-QMS-FRM-003 Record Retention Matrix
- MOP-QMS-FRM-004 Training Attendance Record

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date