

THE DOCUMENT CONTROL TRIBUNE

Issue no. 18

December 2018



CONTROLLED AND UNCONTROLLED DOCUMENTS

A large-scale construction site featuring multiple yellow tower cranes with 'POTAIN' branding. In the foreground, a blue truck is partially visible, and several construction workers in high-visibility vests are standing near a concrete barrier. The background shows the skeletal structure of a building under construction.

**WHEN CLIENTS DELAY THEIR
OWN PROJECT**



The Document Control Professionals



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EDITORIAL

The theme of this newsletter is responsibility, towards one's employing entity, towards one's interfaces, towards society, at large and towards oneself.

Responsibility is difficult to accept: it takes efforts, it takes work, it takes courage, it takes vision.

It means that one must take action and ownership for one's own life, without falling for the easy shortcut of blaming others for one's own mistakes, failures or shortcomings.

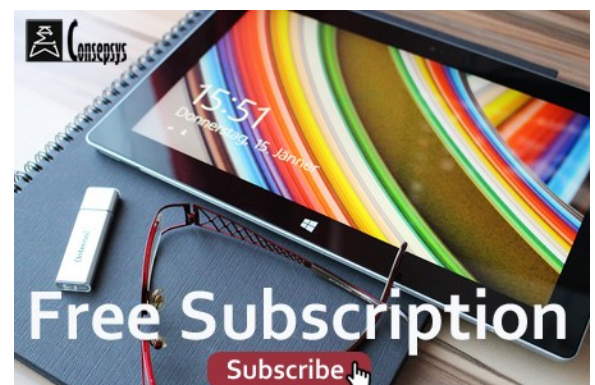
Responsibility involves being pro-active, anticipating what may happen and not waiting to be told what to do for each step of the way.

As the end of 2018 draws closer, each and every one of us is invited to reflect on our responsibility as Document Control professionals and on how well we have behaved and acted so far.

It is an excellent opportunity to review one's career, to plan for one's own development and to take strong resolutions for the new year.

Once again, 2018 has been a great pleasure for our consultants, our course facilitators and our team: we have met amazing professionals around the world, we have shared practices, stories and meals and we have heard about and/or experienced the many cultures of Document Controllers worldwide.

We wish you all the best for the end of 2018 and we eagerly look forward to advancing the profile of Document Control through amazing encounters in 2019.



BASIC DOCUMENT CONTROL TOOLS

Document Controllers often ask Conespsys what are the basic tools needed to do their job.

Depending on the environment wherein Document Control professionals work, they may have access to a varying range and complexity of tools to perform their day-to-day activities.

Some Document Control professionals

the DCs work.

Note that there is no mention of Electronic Document Management System (EDMS) or Document Control software.

An EDMS is only a tool indeed, covered under 'DC Controlled Repository' on the mind map; however, this repository does not necessarily have to be an EDMS – it can be on shared drive,

Conespsys TICCQS values – see [Newsletter Issue #7](#).

Understanding what the minimum DC tools are gives DCs the opportunity to perform more effectively.

It can be the start of a 'shopping list' of tools to develop or to acquire, for those who do not already possess the full suite.

For others, it can provide reassurance that the minimum is already covered.

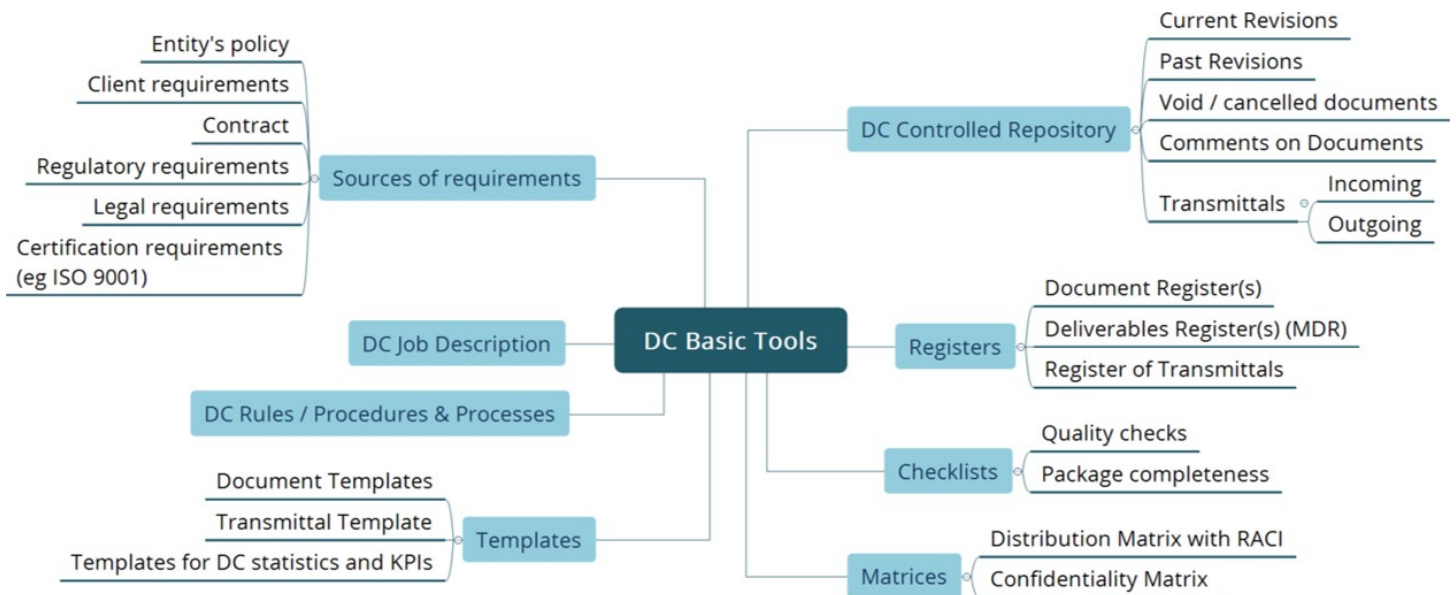


Figure 1

have to operate with very few tools, others are lucky to have at their disposal the very best tools that one can dream about.

However, there is a minimum list of tools required to perform as a Document Control professional.

Figure 1 captures the minimum tools required by Document Controllers.

The actual shape, form and content of those tools may vary, depending on:

- The type of entity wherein Document Controllers work
- The environment in which the entity evolves (eg business or government agency, project or non-project etc)
- The number and the nature of the interfaces of the DCs
- The specifics of the entity wherein

for example.

It is interesting to note that DCs need sources of requirements and a job description.

Indeed, these are the fall-back documents allowing DCs to protect the 'DC Rules' that they have to implement and enforce.

The last tool that is not mentioned on the mind map is a set of values to uphold and to be used as a day-to-day guideline. Those are the



CONTROLLED AND UNCONTROLLED DOCUMENTS

It may not always be obvious to determine what type of documents must be controlled and what type of documents can remain uncontrolled.

However, let's start by defining what is a controlled document?

Simplistically, a controlled document is a document that must undergo formal review, formal approval, controlled

manage all documents as controlled, Figure 2 maps out the minimum types of documents that must be controlled.

The classification of documents as 'controlled' must be a discussion between Document Control and Management.

Document Controllers have the moral responsibility to highlight to their management that a certain type of document must be classified as 'controlled' – if it is not already.

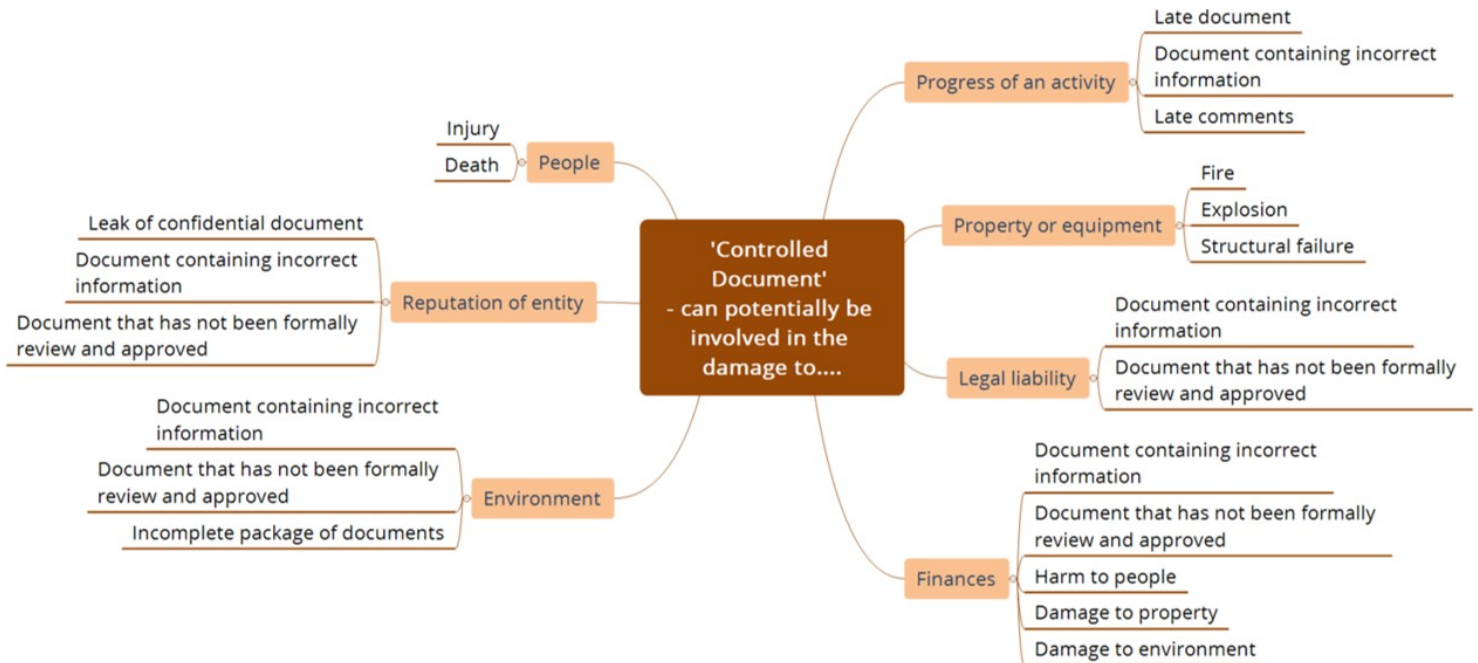


Figure 2

distribution, controlled modification and controlled storage and access. Or, in other words, a controlled document is a document that goes through Document Control processes.

So, how does one determine if a type of document must be controlled?

Normally, all documents must be controlled.

However, if your entity does not have the resources to

Document Controllers protect the interests of the entity wherein they work by managing controlled documents through a set of controlled processes and practices.

This role comes with great responsibility and a need for pro-activeness on the part of Document Control professionals.

PRACTICES: GENERIC AND ENTITY-SPECIFIC

Document Control professionals around the world have questions and concerns about a wide variety of Document Control topics.

Those questions can be more or less specific, depending on each case and on its circumstances.

There can be four levels of questions about Document Control, as it is shown on Figure 3.

Level 1: Document Control Principles and Philosophy

The majority of Document Controllers can draw from this level of knowledge, because it is generic enough to cover all cases and all concepts.

Document Control professionals can help each other, regardless of their entity of origin.

Level 2: Environment / Activity Sector Specifics

The practices at this level depend on many factors, including:

- Whether your entity is a business or another type of entity, such as a government agency or a non-profit organisation
- The practices of the activity sector – eg revision of pages only, as opposed to entire documents in the aviation industry
- The perceived level of risk associated with the activity
- Whether the activity involves construction, fabrication or any type of physical activity with risks of physical injury etc.

External help in this case is possible for questions that are not precisely specific to the activity sector. In any case, help can be sought from people who are familiar with the activity sector.

Level 3: Entity Specifics

At this level, the practices are specific to the entity wherein you work. For example, the numbering of documents is specific to your entity, the filing structure is specific to the needs of your entity, the workflows depend on the roles present in your entity.

At this level, if you have questions for professionals who are outside of your entity, you need to provide them with a lot of information before they can provide solutions.

Level 4: Imposed Specifics

Imposed specifics are rules, practices, requirements and preferences that are added by an external entity to your entity, on top of your entity's specifics.

Those external entities can be clients, regulatory bodies, government agencies, headquarters of your entity, standardisation entities (eg ISO, BS etc), the law.

In this case, your entity may have to comply with these imposed specifics on a temporary (eg a project) or on a permanent basis.

At this level, if you have questions for professionals who are outside of your entity, you need to provide them with a lot of information before they can provide solutions.

This information includes the specifics of your entity and the specifics imposed by external entities.

The answers you may seek are so specific to the combination of these specifics that someone from outside of your entity will not have ready answers for you.

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Whenever Document Control professionals seek external help for some of their questions, concerns or problems, they must think about what is specific to their case and what kind of information they need to provide to whoever is providing help.

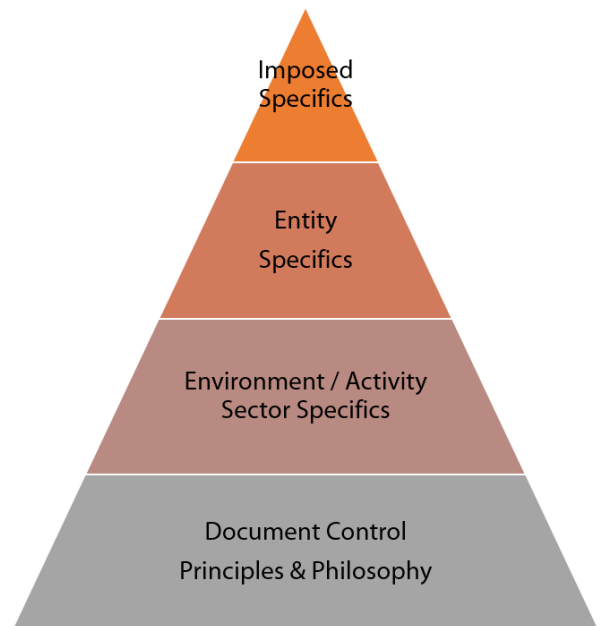


Figure 3

Improve your job security by formally managing your competences

Consepsys
DC Competency Matrix

[Learn More](#)

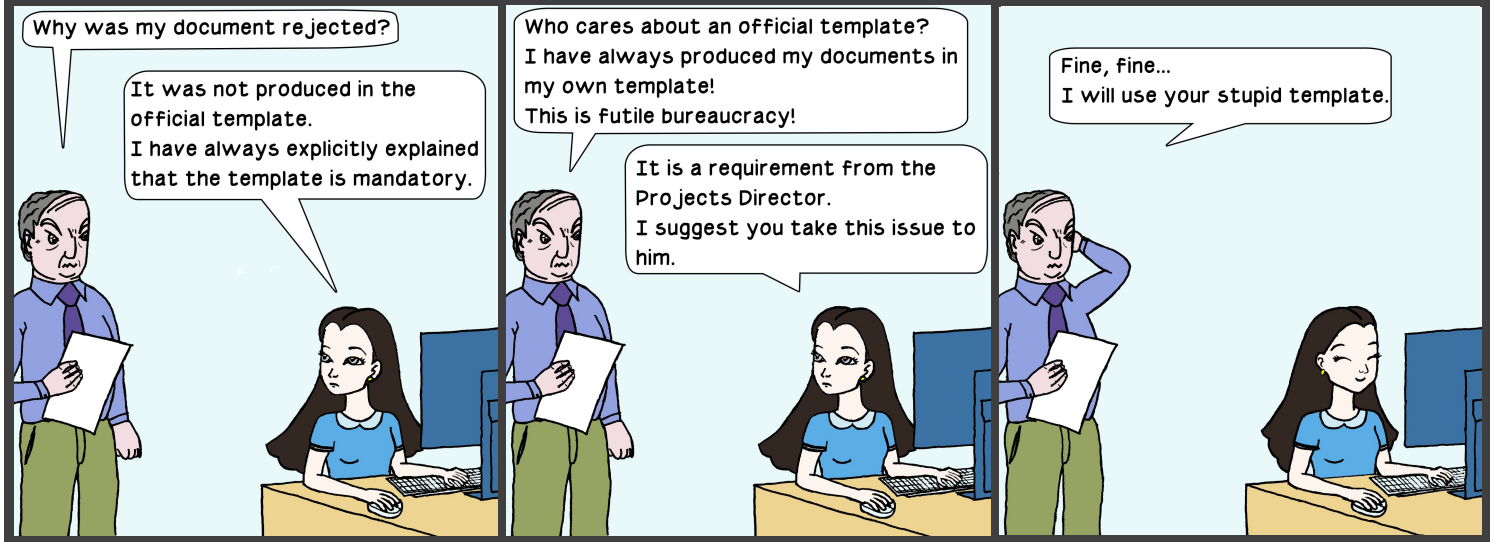


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“Hanging in there” with D. Ceecee - the Document Controller by Tuffmee

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Credits

Graphical concept: Myranda Saffarine

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WHEN CLIENTS DELAY THEIR OWN PROJECT

In the Conespsys [Tip of the Month of May 2018](#), 'The Document Controller & the Planner', the important collabora-

tion between Document Controllers and Planners is explained – in a project environment.

Document Controllers can have a significant and positive impact on the management of a project.

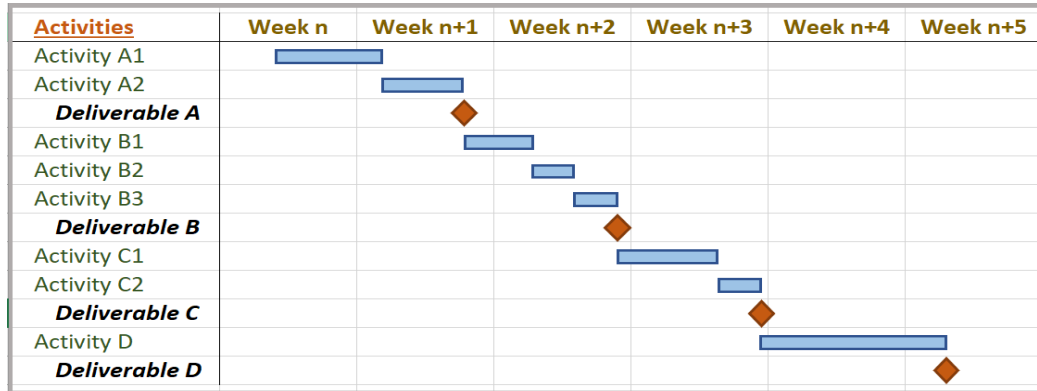


Figure 4

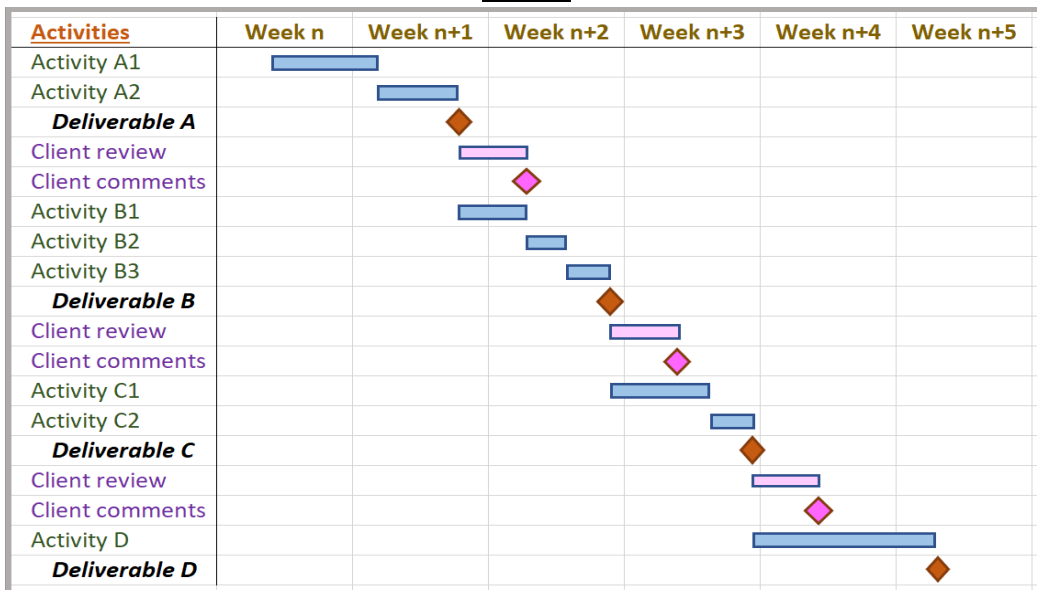


Figure 5

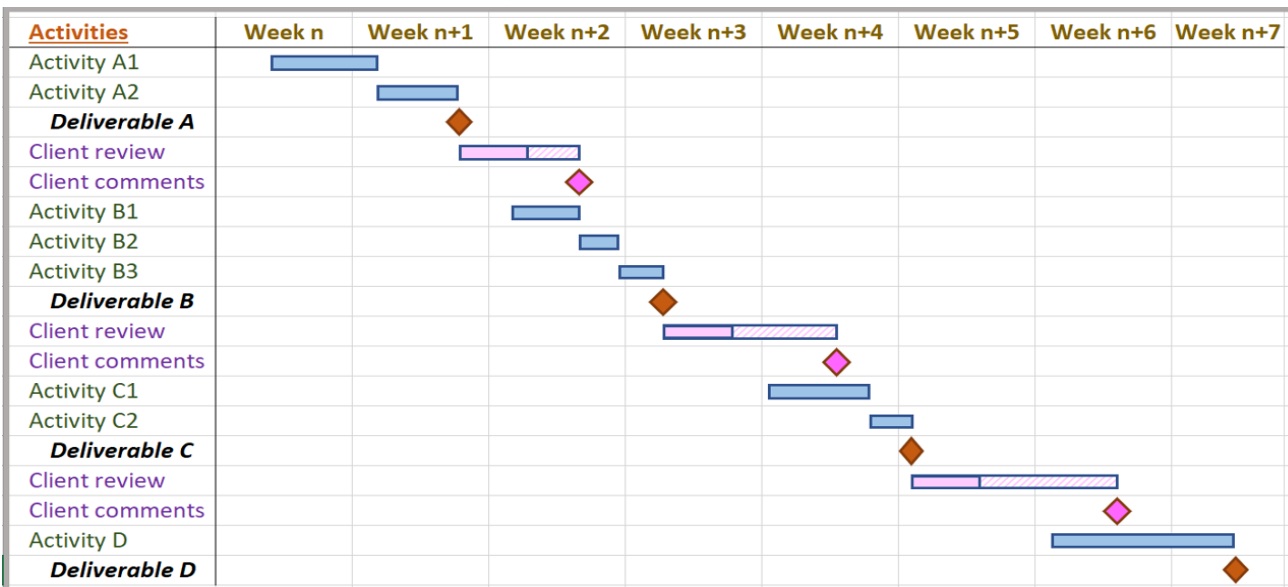


Figure 6

A common problem encountered on projects is that clients do not return their comments on issued documents in time.

Many project plans are designed as it is shown on Figure 4.

However, what if the Client entity is late in returning its comments? This kind of project plan does not show the impact of the Client on the progress of the project.

Project plans should be designed as it is shown on Figure 5.

Figure 5 shows that Client Review is shown as a separate activity, with its separate deliverable (the comments) and the impact of Client Review on the overall plan is built in.

Figure 6 shows what happens when the Client entity is late in returning comments. The impact on the overall project plan is explicit.

This allows a fairer assessment of the performance of the Contractor entity and it allows the Client entity to be more effective in returning its comments to the Contractor.

This is a best practice that Document Controllers must discuss with Planners and Project Managers. This practice helps both the Contractor DC and the Client DC in their day-to-day work on a project and it has a significant and positive impact on the progress of a project.



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PORTRAIT OF A DOCUMENT CONTROLLER



DEBBIE VILLAFUERTE

Lead Document Controller at Oranje-Nassau Energie B.V. (ONE) in the Netherlands

Debbie attended the Certified Document Controller and Certified Lead Document Controller course in 2016 and the Advanced Document Control course in 2017.

Can you tell us a bit about you?

I am Debbie Villafuerte, born in the Philippines and living in the Netherlands since 2007.

I left the Philippines during the peak of my career in a conservation project to follow my heart.

Being a non-native in a country is a challenge especially with the language difference. The journey was not easy, and I had to work hard to learn to be able to find my real place in this country.

During my first one and a half years, I attended Dutch language courses and did four different volunteer works. Finally,

I placed my CV on different jobsites and got employed after two weeks. This was where the journey of being a Document Controller began.

I am a member of the Board of Trustees and a volunteer webmaster of the Katala (Philippine Cockatoo) Foundation in the Philippines.

I love traveling with my husband, see new places and experience different cultures..

What is your current role?

My current role is Lead Document Controller at Oranje-Nassau Energie B.V. (ONE) with assets in the Netherlands and UK.

Apart from being the gate keeper of the documents,

I am also doing expediting. Other tasks, among others, include dissemination and implementation of DC rules and procedures, maintenance of the EDMS, progress reporting to the management and first line of contact on documentation-related audits.

Can you describe your professional experience?

In the Philippines, I was employed as Administrative and Conservation Education Officer.

“The courses have provided me with deeper knowledge and understanding on the importance of the DC job.”

In the Netherlands, I was first employed as a Document Controller in a pharmaceutical company.

My first [incorrect] impression on document control, just like others, is an easy job that anybody can do until I was hired by ONE.

I started as Document Controller of the new gas plant in Rotterdam. Currently, I am doing the job company-wide for seven different assets.

The diversity of tasks, strong management support and newly gained un-

derstanding about DC motivate me to do the work the best I can.

Which Consepsys course did you attend and when?

I attended the Certified DC and Certified Lead DC Courses in March 2016 (and I sat the examinations). I also completed the online course module “Document Control Audits” in March 2017 and attended the Advanced DC Course in June 2017.

What did you think about the course? How did it help you in your current role and career development?

The courses have provided me with deeper knowledge and understanding on the importance of the DC job.

This leads to positive perception, respect to fellow DC’s and confidence in my work.

This has been instrumental in improving the quality my daily tasks, most importantly in implementing DC procedures and disseminating information in meetings, presentations or during the audits.

TESTIMONY: NOTE-TAKING AND PERFORMANCE

One morning, at the coffee machine, we overheard one of our Directors say to a new recruit:

"I strongly advise that you take plenty of notes. I have noticed a direct relationship between note-taking and performance and, those who perform best are generally those who take notes."

A strange thing to hear in the morning, as you are trying to wake up with a nice coffee.

We thought nothing of it for a while but, without noticing it, we started taking more notes in our day-to-day work. At first, it seemed a bit difficult, because it takes more effort and it involves carrying a notebook everywhere, but gradually, we noticed that:

- We completed our tasks more quickly and more systematically
- Revisiting our notes allowed us to remember to do things that we had forgotten

• We were able to trace the history of actions, decisions and discussions.

A few months later, we bumped into the same Director and we could not resist asking for more insight.

What he said is summarised below:

His job involves studying people and human behaviour in the context of how entities function and perform.

Through his experience in managing people, he has noticed that people think that they have an infallible memory, but in practice, the average person in the workplace forgets about 50% of the verbal actions that they are assigned.

He has seen people waste up to hundreds of thousands of dollars because they forgot crucial information that they had not noted. \$100,000, that is about 2.5 times the average annual salary of a Document Controller! And he is talking about hundreds of thousands!

He has conducted a long-term experi-

ment by observing:

- The performance of people
- The amount of energy required to manage people
- The efficiency of people
- The reliability of people

and by comparing people who take notes and people who do not.

His finding is that people who take notes:

- Are more efficient
- Are more reliable
- Require less managerial supervision
- Are more successful

than people who do not.

He said that, at the end of his experiment, he decided to impose note-taking to his team to give every one better chances of success.

Will you incorporate his finding and will you start taking more notes?

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when you can, at your
own pace**

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