PROCEDURE TEMPLATE

Procedure on Good Documentation Practices

# PURPOSE

This Procedure establishes requirements to follow good documentation practices at [Insert company name]. This Procedure also reflects any additional and/or stricter requirements that apply under the local law or *Industry Code*.

# SCOPE

This Procedure applies to all relevant [Insert company name] associates (“Associates”) dealing with documents, record keeping and record retention. This Procedure applies also to [Insert company name]’s contractors, suppliers/vendors, and distribution personnel (e.g. warehouse workers, and other individuals involved in packaging, storage, transportation, logistics, and delivery of products). Good documentation practice is also mandatory for complaints handling process.

# RESPONSIBILITY

[Insert company name] associates who work with, make entries to or are responsible for retention of documents as well as [Insert company name]’s contractors, suppliers/vendors, and distribution personnel.

# DEFINITIONS

SOP: Standard Operating Procedure

# REQUIREMENTS

# Basic requirements for good documentation practices at [Insert company name] include the following components:

# Data Accuracy

# recorded accurately

# cross-checked for errors

# not intentionally misleading (prevents fraudulent entries, editable entries)

# Data Integrity (protected, secure and backed-up data systems)

# Contemporaneous recordkeeping (timely, immediately/real-time)

# Legible

# Readily identifiable as to who recorded it (no shared passwords or shared data system log-ins, no forging of signatures even if requested)

# Readily accessible when required

# Signature record log and register

# initials and signatures of all employees, contractors and suppliers who fill in documentation

# a secure database to match initials and signatures with the actual identity of the person who recorded the data

# Security / Data Integrity

# Data must not be able to be altered or erased once entered or recorded

# Specific rules must be followed when altering a record, such as a legible cross through of the data and the correction listed with your registered initials and the time/date (and reason for the change, depending on the recordkeeping requirements)

# For any employees expenses the Expense Reimbursement Form needs to be used including appropriate approvals of the expense

# Before payments of Third Party invoices, confirmation of services received must be in place and the invoice must be retained in line with local accounting standards

# [Insert any additional requirements based on your company practices and scope]