Scope: The procedure is applicable to all functions in the Organizations including various areas, departments, products, facilities and any outsourced job.

Objective: The purpose of this policy is to specify the procedures to ensure that only current, approved quality systems documents are in use and that records are accurate.

Reference: Vista FSMS Manual / ISO 14001/McDonalds SQMS/ OSI Policy/FSSAI /Customer Requirements.

Responsibility: The responsibility to maintain the system is highly committed within the organization vertically. All process owners are responsible for following and managing the system. 'Document control and verification' is responsibility of Management representative. **(MR -** The Manager of Quality Assurance has the responsibility and authority to create and approve new documents or changes in facility documents and to manage a review process)

Definition of 'Document' and 'Record':

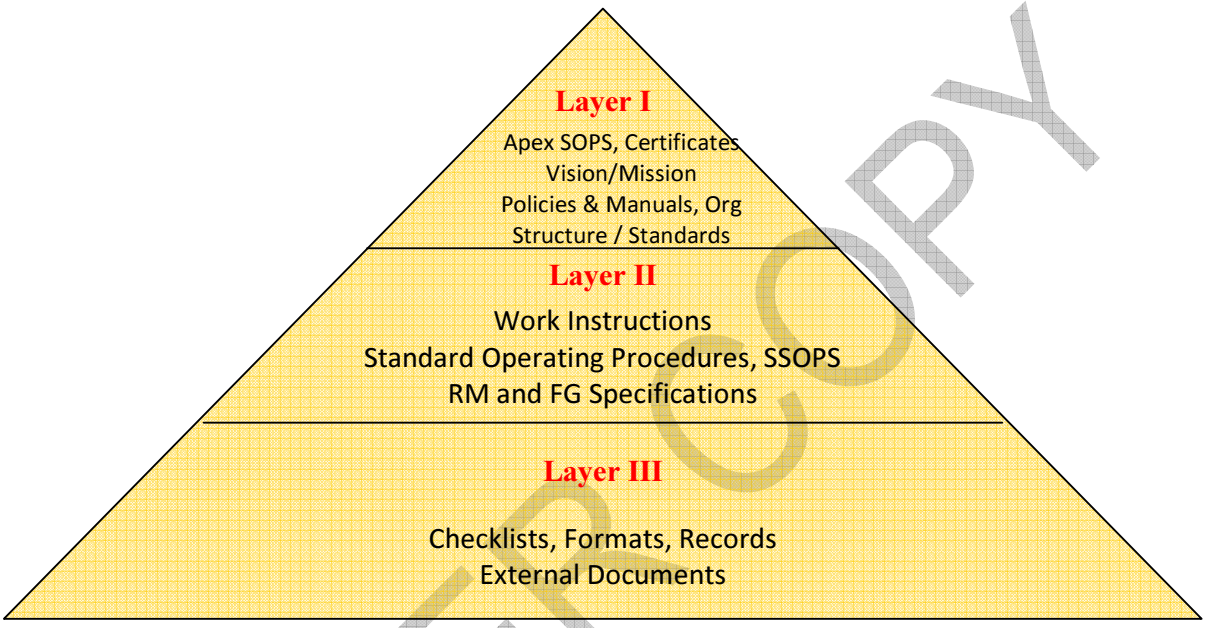
Document: A document (*noun*) is a bounded physical representation of body of information designed with the capacity (and usually intent) to communicate. A document may manifest symbolic, diagrammatic or sensory-representational information. To document (*verb*) is to produce a document artifact by collecting and representing information. In prototypical usage, a document is understood as a paper artifact, containing information in the form of ink marks. Increasingly documents are also understood as digital artifacts.

Record: The ISO 15489: 2001 standard defines it as "The field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records".

Documents represent the system and record proves them.

1. Documentation System at Vista Processed Foods Pvt. Ltd.

Note: For all documents, Font, Font size and other formatting may differ according to whatever suits the actual document. But the information must match with the following 3 models



2. Documentation Outline According to the System

Vista has maintained quality management system by documenting written food safety and quality policies, written procedures and methods as per customer requirements & laws and regulations.

Process owners are **responsible for approving changes into appropriate documents.**

A. Document preparations / Record preparations:

1. Whenever there is a need of new system, documents will be revised by MR, with discussions and communications with FSMS / EMS / Management / Process Team / Process Owner / Concerned Department.
2. New recipes will be defined by R&D Department and signed by R&D Manager. After approving the products by the customer, the FSMS team will finalizes the parameters, specifications, recipe and labels.
3. RM/FG specs will be verified as per the process improvements and customer requirements by FSMS team, so the HACCP plan and related SOPs.

For departmental individual SOPs and records discussion will be done with related departments, and approval will be taken from all related process owners.(Oral or mail communications)

B. Document control / Record control

Master Documents will be managed in a computer file and accessible for editing only to the originating departments on requisition (QA Dept. Responsibility MR)

Document control:
All the documents will be controlled by MR & Documentation Officer. Verification of the document is being done as per process requirement and as per implementation in the system. (Internal Audits)

A format for document change requisition is distributed to all departments.**(V/APEX/F/01)**
All departments will communicate for the required changes orally or through the mail.
Actual document control is elaborated in C) and D).

C. Declaration of Documents as Controlled or Obsolete Documents:

a. Stamp system is implemented for better document control. **Stamping ink** is **Green for Controlled Documents** and **Violet** for **Obsolete Documents**.

1. **"CONTROLLED COPY"** with signature of Approver is a controlled copy, which will be kept at concern department as final controlled documents.
2. **"OBSOLETE COPY"** with signature of 'Process Owner / Department Head / MR' will be indicating that the document has been *out of system*. The copies of document will be withdrawn from the system before issuing new document.
3. Soft copies of Final documents distributed by documentation in Portable Document Format (*.pdf) to Process Owners will be considered as Controlled Copy (Final Documents) it will remain in soft form till the revision/ new amendments .

(NOTE: Soft copies in the editable / writable Office format cannot be forwarded to Process Owner)

a. Any hard copy, without any stamp will be considered as Uncontrolled Copy. **(This includes print taken by Process Owner.)**

D) Copies' Management

1. **Hard copies** with "**CONTROLLED COPY**" stamp in Green Ink will be considered as Controlled Copy. This will be kept with Process Owner with the sign of Approver. This document will be consider as Master Copy in documentation which will be converted in

pdf format & distribution of theses controlled copies (Hard Form) to Process Owner(s) will be documented as acknowledgement. Documents of external origin are identified and their distribution is controlled.

2. **Uncontrolled copy** can be used to give as a reference purpose, presented to other authorized personnel apart from Documentation and Process Owner(s). Any copy, which is not controlled in green ink stamp (prints taken by Process Owner) will be considered as Uncontrolled Copy.

E) Document revision

Documents will be reviewed in following circumstances.

1. Process review/Addition of new system
2. Revisions in the current system /for improvements.

Frequency: The process review will be planned as per verification planning schedule for different departments (Yearly / as required during internal audits)

1. New product specifications and parameters will be reviewed by MR & final documents will be prepared for final approval and re-approval by the process owners as per document preparation and approval status.
2. Evaluation of verifications will be done by Process owners individually ,
3. RM specifications will be verified yearly or as per the need of process by QA- RM and MR and issued for approval to QA Manager

If not explicitly mentioned, document will be verified at least on the yearly basis. If no change is required in the document, it need not be updated. But such verification record must be maintained in the master list ***V / APEX / MASTER.***

Obsolete document control / Removal of document out of system

"OBSOLETE COPY" with signature of 'Process Owner / Department Head / MR' is indicative of document *out of system*. An updated document linked with other document is provided.

If the process associated with the document is no longer in place, that document will be removed from the system without issue of updated version. Such removal of Document shall be acknowledged by the process owner.

Most recent version of obsolete document will be maintained along with corresponding updated controlled document. Documents became obsolete before that can be either disposed by shredding or kept for past reference, in case of some important documents. This has to be decided by the document controller.

4. Other key definitions:

A) Issued By / Controlled By:

Designation of the person who keeps the control on the use and distribution of the named document in the system must be mentioned as "Issued By" / "Controlled By". For Vista Processed Foods Pvt. Ltd., this can be either MR or Documentation Officer.

B) Reviewed By: Process Head/ Owner & MR

C) Checked By:

McDonald's specifications will be checked by Quality Assurance Officer.

D) Approved By:

Designation of the person who approves the document for use will mentioned as "Approved By"

E) Authorized By:

Designation of the person who holds the ultimate authority of the named document will mentioned as "Authorized By". This includes Operational Head, PAN India QA Head, CEO or similar top positioned people.

A) Made By / Prepared By:

Designation of the person writing the document will mention as "Made By" / "Prepared By".

Please refer "V / APEX / MASTER" for detailed information of every documents.

***Important**: Please note that documents latest revised before revising this 'Documentation Control and Record control SOP' may not be following this SOP but the earlier version of this SOP.*

Documentation System at a glance:

Type of Document	Content	Document Numbering	Issued By	Reviewed By	Approved By	Authorized By	Copies kept at-	
							Soft Copy	Hard Copy
Layer - 1								
Apex SOPS	SQMS Clauses 2 to 8	2 . Food Safety and Quality Management System 3 Management Responsibility (3.1 – 3.6) 4.Crisis Management(4.1 - 4.3) 5.Fundamental Requirements (5.1- 5.5) 6 Food Safety System (6.1- 6.5) 7.McDonalds Product Requirement (7.1 -7.5) 8.Verification and continual Improvements (8.1 -8.3)	Doc. Officer	MR	Head Operation	Head Operation	MR as Master Copy in Portable Document Format	MR as Controlled Copy stamp in Green ink
Certificates of vista	All Legal certificates & Audit Certificates	NA					MR	HR / Displayed in appropriate areas

Department Manual 1. Production 2. QA 3. Microbiology 4. Stores 5. Supply Chain 6. HR and Admin 7. R&D 8. Maintenance 9. Commercial 10. Fresh Produce	Department functioning flow charts and general descriptions	V/Initials of dept/M/01 Department Codes: 1. PR 2. QA 3. MICRO 4. S 5. SC 6. PA 7. R&D 8. M 9. C 10. FP	Doc . Officer	Department Head & MR	Head of department / Head Operations	Head Operation / CEO	MR as Master Copy in Portable Document Format	Process Owner Controlled Copy stamp in Green ink
SQMS – (Combined) Manual FSSC 22000 Manual EMS 14001 Manual Social Workplace Accountability (SWA) Halal	Standard specific facility manuals	Type Codes: V/APEX/Initials of standard /M SQMS FSMS EMS SWA Halal	Doc. Officer	MR	Head Operations	Head Operation / CEO	MR as Master Copy in Portable Document Format	MR Controlled Copy stamp in Green ink
Organization Structure		**V / APEX / OS / Département initial**	MR	Head Operations	CEO	CEO	MR as Master Copy in Portable Document Format	MR Controlled Copy stamp in Green ink
1. Policies and Statements	1. Vision 2. Mission 3. .EMS Policy 4. Food Safety & Quality Policy;	**V / APEX / POLICY / 01……..**	MR / Doc. Officer / Process Owner / Sub Owner		Operational Head / Functional Head/plant Manager	CEO/Operational Head / Plant Manager /Department Head	MR as Master Copy in Portable Document Format (*.pdf) or Office Format (*.doc, *.xls etc.)	MR as Controlled Copy stamp in Green ink and Respective Process Owner / Functional

	5. Social Responsibility Policy 6. OSI Policies 7. Health and safety Policy 8. Halal Policy							Head as Controlled Copy stamp in Green ink

Layer - 2

Type of Document	Content	Document Numbering	Issued By	Proposed By / Reviewed by	Approved By	Authorized By	Copies kept at-	
							Soft Copy	Hard Copy
Specifications	All FG Specifications	V/FP/Initials of Customer Name / **(Customer Code)** Number in sequence (*For Customer Codes, please refer* ***Note 1** at the end of this table*)	**Checked by -** QA Officer	QA Manager	Customer Approval sign	-	MR/ Documentation Department as Master Copy in Portable Document Format & .*pdf Format can be used to distribution of document	Signed copies at MR & can be issue to process owner after commercialization of product
RM Specs	Supplier Specifications	V/RM-SPECS – Ingredient Number in sequence	Doc. Officer	**Reviewed By -** Mgr.-QA (RM) -	PAN India QA Head	-	MR/ Documentation Department as Master Copy in Portable Document Format & .*pdf Format can be used to distribution of document	Signed copies at Process Owner – RM Department
SOPS - Procedures for activities / Processes	Production Store QA Micro Maintenance Fresh Produce	V/Department Initial /SOP/Number in sequence	Doc. Officer	Process Owner & MR	Head Operation	Department Head	MR/ Documentation Department as Master Copy in Portable Document Format & .*pdf Format can be as	Signed and controlled copies at process owners

	NPD Operations Other						distribution of document	
SSOPS - Sanitation Standard Operating Procedure	Veg Line Chicken Line M-78							

Layer - 3

Type of Document	Content	Document Numbering	Issued By	Reviewer 1	Reviewer 2	Approved By	Copies kept at-	
							Soft Copy	Hard Copy
Formats & Checklists	**Production QA Store Commercial Maintenance Customer Handling Eggs HR M- 78 Micro MR NPD Other Key Engg Store Safety Documents Other Projects**	**V/Department Initial /F/01……..**	**Documentation Officer**	**Process owner**	**MR**	**QA Head/ Operation Head**	MR/ Documentation Department in soft Copy (Portable Document Format) & .*pdf Format can be used to distribution of document	Signed and controlled copies at process owners

*Customer Codes

Current				Short listed	
McDonald's	McD	FBC	FBC	Kitchen Range	KR
Godrej	G	Kwality	KW	ITC	ITC
Walmart	W	Tanny's	TA	Sea World	SW
Papa John's	PJ	CPS	CPS	Rushhrs	RHrs
Goli Vada	GO	Delicious	De	Dominos	D
Nirula's Corner House Pvt. Ltd.	N	Al- Kabeer	ALK	Adlab's	Adlab's
Brinker International	B	Jamboking	J	Carl's Jr.	C.Jr
Capital Foods	C	Taj	T	Subway	Subway
Institutional	Ins	Keventer	Kev	Burger King	BK
CCD	CCD	SFC	SFC	Haldiram	Haldiram
Charcoal Biryani	Charcoal Biryani	Maroosh	Maroosh	IKEA	IKEA
Fasoos	Fasoos	Food Service	FS	Iscon Balaji	IB
Katti zone	KZ	Sumeru	Sumeru	BBQ Nation	BBQ Nation

Suitable code can be given to any new customer in case it is not enlisted here

Vista Document Identification System

The convention for corporate quality system policies is: header which includes OSI Logo in the upper left hand corner, Procedure Number is the right-hand corner, date of the current version(Date to show review / revision status) , and revision number. The body of the policy contains a purpose/objective and a revision history/ amendment to show the review status / to track changes. Each page contains a confidentiality statement in the footer.

2.2.3 Control

Model 1: General Document (Other than all kind of Finished Goods Specification)

For General Documents, Header is as Follows:

	VISTA PROCESSED FOODS PVT.LTD.	<DOCUMENT NUMBER>	
		<ISSUE DATE>	
		REVISION DATE:	
<TYPE OF THE DOCUMENT>		REVISION NO.	
<TITLE OF THE DOCUMENT>		PAGE NO.	

Details of the above:

<TYPE OF THE DOCUMENT>	Type of the document, for e.g. "STANDARD OPERATING PROCEDURE"
<TITLE OF THE DOCUMENT>	Title of the document, for e.g. DOCUMENTATION CONTROL & RECORD CONTROL
<DOCUMENT NUMBER>	Number of the document
<ISSUE DATE>	Issue date for the current issue of the document
<REVISION DATE>	Date when the document revised/ updated
<REVISION NUMBER>	Revision number of the document
<Page No >	Current Page No of Total Pages

For General Documents, Footer is as follows:

ISSUED BY	REVIEWED BY	APPROVED BY
DOCUMENTATION OFFICER	MR	HEAD OPERATION

For General Documents, Watermark – "MASTER COPY

ISSUED BY	REVIEWED BY	APPROVED BY
DOCUMENTATION OFFICER	MR	HEAD OPERATION

THE INFORMATION CONTAINED IN THIS DOCUMENT IS CONFIDENTIAL. The document is located with Vista Processed Foods Pvt. Ltd. Unauthorized use, disclosure, redistribution and/or reproduction of this document, in any way whatsoever, is strictly prohibited and may be unlawful.

Model 2: Final Product Specification (Customers other than McDonald's)

For Final Product Specifications (Non McDonald's), Header will be as follows:

VISTA PROCESSED FOODS PVT. LTD. PRODUCT SPECIFICATION <PRODUCT NAME>		
Checked By: QA Officer	QUALITY DOCUMENT	<Document Number>
Issued On: <Issue Date>	Rev. No:- <>	Rev. Date: <> Page ## of ##

For Final Product Specification (Non McDonald's), Footer will be as follows:

THE INFORMATION CONTAINED IN THIS SPECIFICATION IS CONFIDENTIAL. The document is located with Vista Processed Foods Pvt Ltd and **Customer Name** only. Unauthorized disclosure of this information is prohibited

For Final Product Specifications (McDonald's), Watermark – "CONFIDENTIAL"

Standard Operating Procedure:

Procedures control processes or activities. A well defined procedure controls a logically distinct process or activity, including the associated inputs and outputs. Such a procedure defines the work that should be done and explains how it should be done, who should do it and under what circumstances. In addition, it explains what authority and what responsibility has been allocated, which supplies and materials should be used, and which documents and records must be used to carry out the work.

Checklists and Forms:

1. Document numbering: As stated in the policy
2. Monitoring parameters, with guidelines (preparations details, targets, range where necessary, measuring units).
3. All the abbreviations should be clearly mentioned.
4. The approved signed copy must be placed at the Documentation Dept. There is no need of signing the book / printed books formats for approval and preparation authority.
5. Approval status: Checklist is to be approved by the process owner and verification owner jointly.
6. Both the authorities are responsible for implementing and deviation of the system.

7. Monitoring person and verification person name should be clearly mentioned on the same record.
8. The designations of process owner and verification owner should be mentioned to minimize the revision of the document with respect to change in organization.
9. Draft Finished Goods Specification must be signed by R&D Manager or R&D Officer before documented by Documentation Dept. Such draft specification must hold Header as follows:

	Product specification	Issue Date: Revision Date: Version No: Draft Document No:
	< Name >	Prepared by: R &D Officer Endorsed by: <Name>Plant Manager <Name>Quality Manager

Record Control:

Records

↓

Records are categorized and collected with communication from the process owner

↓

These are bound / placed together

↓

Labeled with the same clearly mentioning the department name, record duration and name of the document

↓

The place assigned to keep all the records of Vista facility is '*Shree Logistics*'

↓

Records are kept till the retention period mentioned in the same document

↓

A record of the same will be maintained

Records are established and maintained to provide evidence of conformity to requirements and evidences of effective operation of the food safety management system/ EMS & other system documents for implemented standards.

Storage: 'Writer Information' (Storage Facility-Nerul, Navi Mumbai) is the agency which is approached by vista for the storage of all documents. All commercial invoices / finance related documents are being sent with appropriate documentation by vista. At Vista, data records are being bound together in carton box with proper sealing and labeled clearly as the name of record, period and maintained in designated area. All dept documents are maintained there with appropriate identifications.

All records must be maintained confidential, legible, readily identifiable and retrievable.

Revision status:

Revisions are documented in the soft copy as defined below. while issuing the document revision number is being changed to next, revised date is being updated and final print is taken with revision status of the document.

Revisions status of the document is maintained in master list of documents and circulated.

Document re-approval:

The record is re-approved by the process owner after the trials and controlled by MR / Documentation Officer.

Identification / Storage / Retention (Preservation) of Document / Record:

No.	Document / Record	Identification	Storage	Retention
1	Layer I and Layer II	Mentioned on the File and Document	Officer	○ Minimum till second update. ○ Documents can be retained even after second update depending on the significance. ○ Can be disposed if process is no longer used in the facility. ○ Must be retained till associated records are kept.
2	Processing – Batch	Labeled as name and	1. Production office till	Records shall be retained for the shelf

	recipe sheets, Online QC Sheets, Batch records	period of data. Numbered as per the usages.	use 2. In *Shree Logistics* for one year from last date of record	life of the product plus 12 months.
3	Verification documents	Labeled as name and period of data	Monthly summary of all records and reports, reports files in QA lab.	Records shall be retained for the shelf life of the product plus 12 months.
4	Preventive Maintenance Checklist	Labeled as name and period of data	1. Monthly summary of schedule status, all record and reports in maintenance store, 2. Reports files in maintenance office for year.	Records shall be retained for the shelf life of the product plus 12 months.
5	P/A – Employee health declarations, New employee	Reports preparations	1. Summarized the names and reports made on yearly basis and kept in office files. 2. Reports are kept at designated area (Upper floor) for two years. 3. New employee records are summarized and maintained. Reports same as above.	Records shall be retained for the shelf life of the product plus 12 months.
6	Commercial	QIP, Invoices	1. QIP, as SOC (Status of consignment) is there in the mail. 2. Invoices are kept in Files for Year, from Apr to Mar. which shall be compile & account related documents shall be sent to Writer information agency for further activity of storage.	Records shall be retained for the shelf life of the product plus 12 months. Account related documents shall be stored for 7 years as the requirement for Taxation.
7	Stores	GRN / Consumption reports	Production requisition slip for year in store office and rest kept in *Shree Logistics* for three years.	Records shall be retained for the shelf life of the product plus 12 months.
8	QA Analysis Report	Raw materials analysis reports	Analysis reports for raw materials.	Records shall be retained for the shelf life of the product plus 12 months.

Requirements as per standards:

1. SQMS (2.2): - Record retention time period designated or as required by local regulation or McDonald's (which ever is more stringent)
2. ISO 22000 (4.2.3) : Records shall be established and maintained to provide evidence of conformity to requirements and evidence of the effective operation of the food safety management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.
3. BRC(3.2):- As a minimum records shall be retained for the shelf life of the product plus 12 Months
4. EMS 14001:2015 (E) Documented Information (7.5):
   7.5.1 General / 7.5.2 Creating and updating/ 75.3Control of documented information
   The primary focus should be on the implementation of the environmental management system and on environmental performance , not on a complex documented information control system .
5. FSSAI Part II (8) Page No 175 : Audit Documentation and Record
   8.2 Appropriate records of food processing / preparation / production / cooking ,storage, distribution, service, food quality , laboratory test results , cleaning and sanitation, pest control and product recall shall be kept and retained for a period of one year or the shelf life of the product , whichever is more.
6. SWA :
   Standard: Accurate and detailed books, records, and accounts are to be maintained in accordance with applicable legal and regulatory requirements, utilizing generally accepted accounting principles, to demonstrate compliance with applicable laws, regulations and the Code.

   Expectation: Maintain records that are honest, accurate, and complete, including financial, eligibility to work, documentation of hours worked, wages paid, labor and recruitment contracts. Records should be accurately completed, such as time records, safety reports, expense reports, and other documentation. There should not be any false or misleading entries on any records or maintain any separate accounts not reflected on the facility's books.

   A (**Amber)** Major – prompt action required
   Twelve months of accurate and complete records are retained at all times.

   Y **(Yellow)** Minor – action required
   Management systems are in place to ensure compliance to standard

Disposition of Documents / Records:

Burning as well as selling of documents or records is strictly not allowed. All the documents and records marked with confidential or controlled or obsolete which are shredded, either in machine or by hand.

Documents or records which are not confidential or controlled or obsolete and which have one side blank is reused by making rough books for using exclusively in office premises.

Document Revision status:

Rev. No.	Rev date	Rev. matter
00	01/01/2009	Document issued
01	01/09/2009	Review of Process & addition of Approval Status
02	30/11/2010	Document revised; NPD changed to R&D; Stamping system and copies' distribution system updated; key definitions added; document Numbering updated; Header and Footer models added; model for R&D draft specification added; reference of V / APEX / MASTER added.
03	29/11/2011	Updated ,Format changed approval changed .Document number changed –(V/APEX/03.01 TO V/APEX/SOP/2.2)
04	20/10./2012	Updated
05	12/06/2014	Updated , Included New Customers
06	02/09/2015	Verified & Updated
07	27/12/2016	Updated (Included retention period of records as per BRC requirement)
08	04/05/2017	Reviewed and updated (Reviewed against all applicable standards)