



**The Inspection Technology and  
Quality Assurance National Institute**

**CHANGE MANAGEMENT  
ITQAN-MP-15**

**According to ISO 9001: 2015, ISO 14001:2015 and ISO 45001:2018 requirement**

**ITQAN Institute**



## CHANGE MANAGEMENT

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## CHANGE MANAGEMENT

### 1. PURPOSE:

To establish a comprehensive change management system for the effective implementation of any changes in the management structure and business processes. This procedure outlines a structured methodology, participation, and consultation framework among authorities, ensuring a systematic approach for institute changes.

### 2. SCOPE:

This policy encompasses all processes within the Inspection Technology and Quality Assurance National Institute (ITQAN), as well as suppliers/contractors associated with ITQAN operations.

### 3. RESPONSIBILITIES:

- The Quality, Health, Safety, and Environment Management Representative (QHSE-MR) holds the authority to identify the need for changes within the institute.
- QHSE-MR is also responsible for monitoring the entire change process within the business process.
- Department/Unit Heads are accountable for the effective and efficient communication required in the changes of process or production type respective to the team.

### 4. PROCEDURE

- A. Change Identification and Evaluation: The Managing Director is responsible for establishing an organized organization chart and a cohesive reporting system that supports the Integrated Management System (IMS) as defined in Annexure - I of the IMS Manual. For any changes requiring a new organizational structure or reporting system. The Managing Director will make informed decisions during the management review meeting ([ITQAN/MR/23](#)), considering predefined criteria for change evaluation.
- B. Communication Channels: Department/Unit Managers actively monitor the effects of changes and take proactive measures to mitigate potential impacts at various institutional levels. Communication is achieved through verbal and telephonic exchanges, emails, internal memos, and regular management meetings. A standardized communication plan ensures comprehensive stakeholder engagement and timely updates.
- C. Risk Assessment and Mitigation: Changes in procedures are carefully documented, and associated risks are assessed using predefined criteria. This covers changes in suppliers/contractors, employees, transportation, legal requirements (e.g., VAT), alterations in delivery locations, and changes recommended by clients during the order process. The QHSE-MR conducts a rigorous risk assessment to evaluate the severity and likelihood of identified risks, documenting the assessment and implementing appropriate mitigation measures.
- D. Training and Education: A comprehensive training plan is developed to facilitate a seamless transition for staff members and sponsors. The plan includes detailed training content, methods, and schedules. This ensures that all personnel understand and adapt to the changes effectively, reducing disruptions and enhancing change acceptance.
- E. Technical Document Accessibility: Technical documents relevant to the changes are made readily accessible to end-users, ensuring that the necessary resources are available to support the implementation process.
- F. Obsolete Document Management: Obsolete documents are systematically removed from active use and securely archived using predefined archiving procedures. These archived documents are catalogued in an easily retrievable format, facilitating their future reference.
- G. Feedback and Continuous Improvement: A feedback loop is incorporated to gather insights and lessons learned from previous changes. These insights are utilized to refine the change management process iteratively, ensuring continuous improvement and enhanced change implementation over time.

H. Management Review Meetings: The Management Representative records and documents all changes to facilitate discussions during management review meetings. These meetings are scheduled at regular intervals, and the Management Representative actively reviews the progress of changes and engages in constructive discussions to ensure effective change implementation and adaptation.

**5. MANAGEMENT REPRESENTATIVE'S RESPONSIBILITIES:**

- The Management Representative records and documents all changes to facilitate discussion during management review meetings.
- Regularly review the progress of changes and actively engage in discussions during management review meetings.

**6. ASSOCIATED DOCUMENTS:**

The documentation/forms to be maintained for communication process:

- Organisation Chart *(Annexure -I of IMS Manual)*
- Management Review Meeting *(ITQ/MR/23)*