Quality System Procedure

Subject: Control of Organizational Knowledge

1.0 Purpose

2.0 Scope

3.0 Responsibility and Authority

4.0 Control of Organizational Knowledge Procedure

4.1 General

4.2 Definition of the necessary knowledge

4.3 creation of the organization knowledge bank

4.4 maintaining and providing access to knowledge

4.5 QMS processes improvement through acquired knowledge

5.0 Criteria and Risks of ‘Control of Organizational Knowledge’ Process

5.1 Criteria of ‘Control of Organizational Knowledge’ Process

5.2 Actions to address the risks and opportunities of the ‘Control of Organizational Knowledge’ process

6.0 Documented information of ‘Control of Organizational Knowledge’ Process

7.0 Revision History
4.0  Control of Organizational Knowledge Procedure

4.1 General

‘Control of organizational knowledge’ process model diagram is displayed on Fig. 1.

Fig. 1 ‘Control of organizational knowledge’ process model diagram
‘Control of organizational knowledge’ process flows

Inputs

1. Strategic directions of the Organization development
2. International and national standards.
3. Periodicals.
4. Intellectual property databases, including design and technological documentation.
5. Projects completed by the Organization.
6. Information on good practices to improve the QMS processes.
7. Information about non-conformities.
8. Information from customers.
9. Information on competitors' achievements.
10. Information from external providers.
11. Information about the QMS process owners’ training requests.
12. Information on the social responsibility system.
13. Production databases, including defects, failures, etc.

Outputs

10. Training programs development proposals.
11. QSP 7.1-03 Control of Organizational knowledge.
13. Quality management department resources.
14. ‘Control of organizational knowledge’ process resources.
15. Improved regulatory documents drafts.
16. Improved process outputs.
17. Personnel training plans and programs.
18. Improved regulatory documents.

Organization Knowledge Bank is a key category of the process - the database structured by the intellectual asset groups, taking into account the organization’s strategic development directions, and arranged on the organization server.
'Control of organizational knowledge’ process includes four stages:

- definition of the necessary knowledge;
- creation of the organization knowledge bank;
- maintaining and providing access to knowledge;
- QMS processes improvement through acquired knowledge.

### 4.2 Definition of the necessary knowledge

The knowledge needed for an organization is determined via forming the knowledge bank structure.

Quality Manager, or on behalf of, develops a draft of the knowledge bank structure of the organization based on the analysis of the information relevant to:

- the necessary knowledge for the organization – from the strategic directions of the organization development;
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