

<b>COMPANY OPERATING PROCEDURES</b>				
<b>Archiving</b>				
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### **Archiving General**

It is legally recommended that all documentation concerned with trace ability of products be retained for at least 11 years.

COP 14 Documentation :-

defines the document register, the number of years and where the document should be stored.

The archive section of the company is an extension of the general office.

All files archived need to be readily retrievable

### **Hospital Correspondence**

- (a) When the customer file is too large to be manageable it may be split
- (b) At least 12 months documentation should be left in the file
- (c) The archive files should be in the same order as the main files
- (d) Special sections of the file may require separating and continually held in the current file
  - (i) Special projects
  - (ii) Legal action
  - (iii) Special products
  - (iv) This information will be clarified by a Director
- b) If retained on paper to be filed in Individual Customer file

#### **2. Export customer Information**

- (a) When the customer file is too large to be manageable it may be split
- (b) At least 12 months documentation should be left in the file
- (c) The archive files should be in the same order as the main files
- (d) Special sections of the file may require separating and continually held in the current file
  - (i) Special projects
  - (ii) Legal action
  - (iii) Special products
  - (iv) This information will be clarified by a Director
- b) If retained on paper to be filed in Individual Customer file

#### **3. Tenders :**

- a) If retained on paper to be filed in Individual Tender file In customer file

#### **4. Remittances**

- a) Datal Order

#### **5. Service repair notes**

- a) SRN Number

#### **6. Goods return Notes**

- a) Supplier files

#### **7. Quotations**

- a) If retained on paper : customer file

#### **8. Suppliers information**

- (a) When the supplier file is too large to be manageable it may be split
- (b) At least 12 months documentation should be left in the file
- (c) The archive files should be in the same order as the main files
- (d) Special sections of the file may require separating and continually held in the current file
  - (i) Special projects
  - (ii) Legal action
  - (iii) Special products
  - (iv) This information will be clarified by a Director

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**9. Technical Manuals**

- a) **In Index number order of current files**

**10. Stock records Serial Numbers**

- a) At least 24 months must remain in current file for warranty problems
- b) File by manufacturer
- c) By Product in serial number order
- d) All information should be completed i.e. customer Invoice number etc. before archiving

**11. Sales Data**

- a) File by supplier company includes
- b) Sales leaflets
- c) Seminars
- d) General product information

**12. Personnel files**

- a) To be filed in a secure area

**13. Other Files**

- a) All small files including
- b) Safety tests
- c) Calibration
- d) Goods return ( if on paper) **Intrastats**
- e) Customer complaints
- f) Audits
- g)

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