Change control approach

Documenting how you will manage changes during the project

[Ref filename & version]

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# Introduction

# Issue management and change control procedure

# Tools and techniques

# Records

# Reporting

# Timing of issue management, change control and issue activities

# Roles and responsibilities

# Scales for priority and severity

# Guidance on how to complete

***(Note: following completion of the Business case the pages beyond this point can be deleted)***

## Purpose

A change control approach is used to identify, assess and control any potential and approved changes to the project baselines to protect the project’s products. It describes the procedures, techniques and standards to be applied and the responsibilities for achieving an effective issue management and change control procedure.

## Composition

A change control approach includes the following:

* **Introduction** States the purpose, objectives and scope, and identifies who is responsible for the approach.
* **Issue management and change control procedure** Describes (or refers to) the issue management and change control procedure to be used. Any variance from corporate, programme management or customer standards should be highlighted, together with a justification for the variances. The procedure should cover activities such as capturing issues, assessing their impact, proposing actions, deciding on actions, and implementing actions.
* **Tools and techniques** Refers to any systems or tools to be used and any preference for techniques that may be used for each step in the issue management and change control procedure.
* **Records** Defines the composition and format of the issue register.
* **Reporting** Describes the composition and format of the reports that are to be produced, their purpose, timing and chosen recipients. This should include reviewing the performance of the procedures.
* **Timing of issue management and change control and issue activities** States when formal activities (e.g. reviews or audits) are to be undertaken.
* **Roles and responsibilities** Describes who will be responsible for what aspects of the procedures, including any corporate, programme management or customer roles involved with the change control of the project’s products. Describes whether a change authority and/or change budget will be established.
* **Scales for priority and severity** Describes the scales for prioritizing requests for change and off-specifications and for determining the level of management that can make decisions on the severity of an issue.

## Derivation

A change control approach is derived from the following:

* the customer’s quality expectations
* the corporate, programme management or customer tools and systems used for change control (e.g. any software in use or mandated by the user)
* the programme quality management strategy and information management strategy (if the project is part of a programme)
* the user’s quality management system
* the supplier’s quality management system
* specific needs of the project product(s) and environment
* project management team structure (to identify those with change control responsibilities)
* facilitated workshops and informal discussions.

## Format and presentation

A change control approach can take a number of formats, including:

* a stand-alone document or a section of the PID
* an entry in a project management tool.

## Quality criteria

The following criteria apply to a change control approach:

* Responsibilities are clear and understood by both user and supplier.
* The issue management and change control procedure is clearly documented and can be understood by all parties.
* The chosen change control approach is appropriate for the size and nature of the project.
* Scales are clear and unambiguous.
* The scales are appropriate for the level of control required.
* Reporting requirements are fully defined.
* Resources are in place to administer the chosen method of change control.