



Integration Technologies Group, Inc.

**Procedure: Change Management
ITG QP-16**

Purpose:

This procedure establishes the Change Management methodology for all modifications to the Business Quality Management Automated System (BQMAS/CENTRE) to ensure its continual suitability, adequacy and effectiveness.

Scope:

This procedure shall apply to all matters related to the BQMAS/CENTRE and to selected Configuration Items as appropriate.

References:

Procedure: Preparation and Submission of Procedures, ITG QP-1
Work Instruction: Change Management Process, ITG QWI-26

Definitions:

Management Review Boards: ITG Committees composed of managers and individual contributors that participate in the formulation of horizontal policies, identify improvements and promote the quality orientation of the Company. The Boards plan processes; provide resources; assign responsibilities; monitor, control and evaluate adherence to processes; and provide status to higher level management. As well, the Boards provide guidance and methodologies for configuration management and staff training. The Boards enable the Company to collect performance data and make that data available to management as a basis for improvement and use of the data to make decisions based on defined criteria.

Suitability: The extent to which the BQMAS/CENTRE remains appropriate for the purpose for which it was established.

Adequacy: The extent to which the BQMAS/CENTRE meets requirements: ISO 9001:2000, customer, regulatory and statutory, and company requirements.

Effectiveness: The extent to which planned activities are realized and planned results achieved.

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Change Request: Major, Significant, Standard, Minor and Urgent changes are defined in ITG QWI-26.

Responsibility:

Management Review Boards: These Boards are the authorized bodies to approve, review and validate major and significant changes to the BQMAS/CENTRE. The Boards exercise their duties on the basis of staff recommendations, presented as Requests for Change.

Staff Managers: Staff line managers are authorized to review and approve minor and standard changes to the BQMAS/CENTRE as required to ensure the efficient operation of the system.

ITG QWI-26, Change Management Process, provides the instructions for handling all categories of Change Requests.

Procedure:

- The required method for submitting Requests for Change is through the utilization of the CENTRE “Change Management” module.
- The Management Review Boards convene as required to review, approve, or deny proposed major or significant Requests for Change.
- The Chairperson of the relevant MRB is automatically notified about the existence of a Change request and, depending on the criticality, convenes the MRB to review and decide on its disposition.
- Executive Management monitors implementation of the Change Management System, and reviews assessment evaluations.
- Staff Managers are responsible for validating and ensuring that all Requests for Change, proposed by their staff, are appropriately recorded, monitored and approved in CENTRE. Minor and standard Change Requests do not require MRB approval or involvement.

Records:

Records from Management Review Board meetings are maintained for a minimum of three years and disposed of by archiving when required.

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