COURSE OVERVIEW TM0263
Document Control

Course Title
Document Control

Course Date/Venue
Session 1: February 09-13, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Session 2: October 05-09, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference
TM0263

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Document Control. It covers the importance and key functions of document control processes; the types of documents in document control; the roles and responsibilities in document control; the document control standards and regulations comprising of ISO 9001, FDA and OSHA; the document control lifecycle and the common issues in managing large document volumes; the document management systems (DMS); and selecting the right DMS for organizational needs.
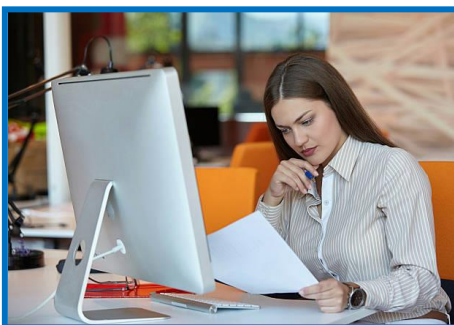
Further, the course will also discuss how to create and format controlled documents and ensure consistency across all documents; the timely document review and sign-off; tracking approval history and versioning; the version control, document revisions, access control and permissions; the methods for distributing documents to stakeholders; the secure and compliant storage practices and setting-up document retention policies; the document retrieval and search techniques; and the document classification and indexing

During this interactive course, participants will learn the best practices for storing physical documents and using OCR and scanning technology; the documents for regulatory standards and risk management in document control; the audit preparation and document control and the role of document control in quality management systems (QMS) frameworks; the importance of document control training and document control policies; the advanced features in document management systems; the data security and confidentiality in document control; the key performance indicators (KPIs) for document control; and the continuous improvement in document control processes

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on document control

- Discuss the importance and key functions of document control processes

- Identify the types of documents in document control as well as the roles and responsibilities in document control

- Explain the document control standards and regulations comprising of ISO 9001, FDA and OSHA

- Identify the document control lifecycle and the common issues in managing large document volumes

- Discuss the document management systems (DMS) as well as select the right DMS for organizational needs

- Create and format controlled documents and ensure consistency across all documents

- Ensure timely document review and sign-off as well as track approval history and versioning

- Apply version control, document revisions, access control and permissions and methods for distributing documents to stakeholders

- Ensure secure and compliant storage practices and set-up document retention policies

- Apply document retrieval and search techniques as well as document classification and indexing

- Carryout best practices for storing physical documents and use OCR and scanning technology

- Review documents for regulatory standards and apply risk management in document control

- Implement audit preparation and document control and identify the role of document control in quality management systems (QMS) frameworks

- Illustrate the importance of document control training and implement document control policies

- Carryout advanced features in document management systems as well as the data security and confidentiality in document control

- Analyze key performance indicators (KPIs) for document control and apply continuous improvement in document control processes

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of document control for document control managers, document controllers, project managers, project coordinators, quality assurance (QA), quality control (QC), compliance officers, administrative assistants, operations and support staff.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. **Drag Zic** is a **Senior Management Consultant** with over **30 years** of training and industrial experience. His expertise lies extensively in the areas of **Leading Effective Meetings**, **Leadership & Business**, **Presentation** Skills, **Decision Making** Skills, **Communication** Skills, **Negotiation** Skills, **Coaching & Mentoring**, **Economics & Governance in Climate Change,** **Performance** Management, **Customer Service** Management, **Critical Thinking & Creativity**, **Quality** Management, **Risk** Management, **Data Management** Systems, **R&D** and **Research** Management, **Project** Management, **Planning**, **Budgeting & Cost Control**, **Document Control**, **Document** Management, **Record** Management and **Contract** Management. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director** & **Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Programme Manager**, **Managing Member**, **Rock Engineering Manager**, **Contract Manager**, **Consultant/Lecturer**, **Mine Seismologist**, **Data Analyst** and **Assistant Analyst** from different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, workshops, conferences and seminars internationally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Introduction to Document Control** *Definition & Importance of Document Control • Key Functions of Document Control in Organizations • Overview of Document Control Processes • Benefits of Effective Document Control Systems*
0930 – 0945	*Break*
0945 – 1030	**Types of Documents in Document Control** *Understanding Controlled Documents (Policies, Procedures) • Difference Between Internal & External Documents • Managing Document Versions & Revisions • Document Types Based on Industries (Technical, Legal, etc.)*
1030 – 1130	**Roles & Responsibilities in Document Control** *Role of Document Controllers • Responsibilities of Managers & Team Members • Communication & Collaboration with Stakeholders • Accountability in Maintaining Document Integrity*
1130 – 1215	**Document Control Standards & Regulations** *Overview of ISO 9001 & Document Control Requirements • Industry-Specific Standards (e.g., FDA, OSHA) • Importance of Compliance with Legal Regulations • Auditing & Maintaining Compliance Records*
1215 – 1230	*Break*
1230 – 1330	**Document Control Lifecycle** *Creation & Approval of Documents • Distribution & Accessibility Management • Retention, Archiving & Disposal • Continuous Review & Updates*
1330 – 1420	**Challenges in Document Control** *Common Issues in Managing Large Document Volumes • Handling Document Versions & Revisions • Managing Security & Access Control • Ensuring Document Accuracy & Reliability*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	**Basics of Document Management Systems (DMS)** *Purpose & Types of Document Management Systems • Features & Functionalities of DMS Software • Benefits of Digital Document Control • Selecting the Right DMS for Organizational Needs*
0830 – 0930	**Creating & Formatting Controlled Documents** *Standardizing Document Templates & Formats • Setting Up Naming Conventions & Numbering Systems • Guidelines for Document Content & Structure • Ensuring Consistency Across All Documents*

0930 – 0945	*Break*
0945 – 1100	***Document Approval & Authorization Processes*** *Setting Up Approval Workflows • Identifying Approvers & Responsible Personnel • Ensuring Timely Document Review & Sign-Off • Tracking Approval History & Versioning*
1100 – 1215	***Version Control & Document Revisions*** *Importance of Version Control in Document Accuracy • Methods for Tracking Document Revisions • Guidelines for Updating & Replacing Documents • Notifying Users of Changes & New Versions*
1215 – 1230	*Break*
1230 – 1330	***Access Control & Permissions*** *Managing User Access to Documents • Role-Based Permissions & Restrictions • Implementing Security Measures for Sensitive Documents • Monitoring & Auditing Access Logs*
1330 – 1420	***Document Distribution & Tracking*** *Methods for Distributing Documents to Stakeholders • Tracking Document Receipt & Acknowledgment • Ensuring Document Accessibility & Availability • Handling Distribution of Physical versus Digital Documents*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Document Storage Solutions*** *Options for Physical & Digital Storage • Cloud-Based versus On-Premise Storage Systems • Ensuring Secure & Compliant Storage Practices • Back-Up Strategies for Document Preservation*
0830 – 0930	***Archiving & Retention Policies*** *Importance of a Document Retention Schedule • Setting Up Document Retention Policies • Criteria for Document Archiving versus Disposal • Legal & Regulatory Retention Requirements*
0930 – 0945	*Break*
0945 – 1100	***Document Retrieval & Search Techniques*** *Using Metadata & Keywords for Easy Search • Setting Up an Effective Indexing System • Implementing Search Tools within DMS • Handling Retrieval Requests for Archived Documents*
1100 – 1215	***Document Classification & Indexing*** *Importance of a Clear Classification System • Categorizing Documents by Type, Date, or Subject • Indexing Methods for Quick Retrieval • Organizing Documents Based on User Needs*
1215 – 1230	*Break*
1230 – 1330	***Managing Physical Document Storage*** *Best Practices for Storing Physical Documents • Using Filing Systems & Labels for Organization • Physical Security Measures for Document Storage • Procedures for Transferring Physical Documents to Digital Format*

1330 – 1420	**Digitalization & Document Scanning** *Importance of Digitalization in Document Control • Using OCR & Scanning Technology • Guidelines for Quality Control in Digital Documents • Transitioning from Paper to Digital Workflows*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	**Ensuring Document Compliance** *Understanding Compliance Requirements in Document Control • Reviewing Documents for Regulatory Standards • Setting Up Compliance Monitoring Processes • Reporting Compliance Status to Stakeholders*
0830 – 0930	**Risk Management in Document Control** *Identifying Risks in Document Handling • Managing Risks Related to Document Accuracy & Integrity • Strategies to Mitigate Document Control Risks • Importance of Continuous Risk Assessment*
0930 – 0945	*Break*
0945 – 1100	**Audit Preparation & Document Control** *Preparing for Internal & External Audits • Organizing Documents for Audit Readiness • Role of Document Controllers in Audit Processes • Addressing Audit Findings & Implementing Corrective Actions*
1100 – 1215	**Document Control in Quality Management Systems (QMS)** *Role of Document Control in QMS Frameworks • Ensuring Document Quality & Consistency • Integrating Document Control with Quality Processes • Continuous Improvement through Document Control*
1215 – 1230	*Break*
1230 – 1330	**Training & Compliance for Document Control** *Importance of Document Control Training • Developing Training Programs for Staff • Ensuring Ongoing Training & Certification • Evaluating Training Effectiveness & Knowledge Retention*
1330 – 1420	**Implementing Document Control Policies** *Establishing Clear Policies for Document Control • Communicating Policies to Staff • Regular Review & Updating of Policies • Ensuring Adherence to Document Control Policies*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	**Advanced Features in Document Management Systems** *Using Automation for Workflow Management • Implementing E-Signatures & Approvals • Integrating DMS with Other Software • Benefits of AI & Machine Learning in Document Control*
0830 – 0930	**Data Security & Confidentiality in Document Control** *Security Protocols for Document Protection • Ensuring Confidentiality of Sensitive Information • Implementing Encryption & Data Protection Measures • Monitoring & Reporting Security Breaches*

0930 – 0945	*Break*
0945 – 1100	***Performance Metrics for Document Control*** *Key Performance Indicators (KPIs) for Document Control • Measuring Efficiency & Effectiveness of Document Processes • Analyzing Document Control Metrics • Using Metrics for Continuous Improvement*
1100 – 1230	***Continuous Improvement in Document Control Processes*** *Reviewing & Updating Document Control Processes • Implementing Feedback from Users • Adopting Best Practices in Document Management • Setting Goals for Document Control Improvement*
1230 – 1245	*Break*
1245 – 1345	***Case Studies & Best Practices in Document Control*** *Learning from Real-World Document Control Examples • Applying Best Practices Across Industries • Identifying Common Pitfalls & Solutions • Discussion of Lessons Learned from Case Studies*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator
Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org