

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
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1.0 PURPOSE

To describe the requirements for processing, controlling, distributing, and maintaining generated communications.

2.0 GENERAL

2.1 Responsibilities

(a) Facilities Maintenance and Engineering document control:

1. Is responsible for processing all incoming and outgoing communication.
2. Is responsible for establishing, maintaining, and monitoring the document log for communications.
3. Is responsible for the implementation of this procedure.

(b) The Facilities Maintenance and Engineering Organization has the responsibility to ensure that all department/project related communications that are received by them, as the addressee, are given to FME document control for processing as controlled correspondence.

2.2 Definitions

Action Item- The term given to incoming or outgoing communications requiring a response. Typically the phrase “written response required” generates an action item.

Controlled Communication Documents- Documented communications between FME and clients, major contractors and consultants, and other significant entities.

Document Log- An electronic record system that provides the means to control information and/or documents throughout their life cycle.

Non-controlled Communications Documents- Documents other than controlled correspondence, including communications not addressed to FME, literature, routine memos/memorandum, and miscellaneous documents.

3.0 PROCEDURE

3.1 Incoming Communications

FME document control will make the initial determination as to whether incoming communication is to be “controlled” or “non-controlled”. The designee may change this status during review/coordination by indicating on the Correspondence Control Form (CCF) (see Exhibit A) or by notifying FME document control.

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3.1.1 Controlled Correspondence

(a) FME document control shall process incoming controlled communication as follows:

1. Date stamp all hard copy correspondence.
2. Verify that all attachments or contents reflected in the communication document are received.
3. Coordinate corrections of any discrepancies with the document and attachment or contents with the responsible person and/or originator.
4. If required or requested, complete a receipt acknowledgement and return it to the originator.
5. Enter pertinent information into the document log to identify the communication. Enter the following information as a minimum: Work order number (if applicable), title, date of document, date received, addressee, originator, originator company, and the control number of the letter.

(b) Routing of Hard Copy Controlled Correspondence

1. FME document control shall prepare a Correspondence Control Form (CCF), Exhibit A, and attach it to the correspondence. The correspondence is delivered with the CCF attached to the addressee for determination of further routing and/or assignment of action. The CCF becomes a permanent component of the correspondence.
2. Upon return of the correspondence and the CCF from the addressee, FME document control will enter the action date on the CCF into the document log and route the original correspondence as indicated.

Notes: (a) A copy of the correspondence and the CCF is to be placed in the files.

(b) A copy of any action correspondence and the CCF is forwarded to the Project Manager. Note this on the CCF.

(c) An advance copy of the correspondence and the CCF is forwarded to the individual identified as the action party.

3. FME document control will ensure that when action is marked for more than one discipline, the discipline responsibility for coordinating and completing the action requirements will be so noted by the addressee in the "Remarks" column on the CCF.

4. When correspondence is routed for action and the person receiving it determines that none is required, it is so indicated on the CCF under "Remarks" and FME document control is notified. If it is routed for information but the person receiving it determines that action is necessary, that person notifies FME document control of the action due date and then routes it to the person responsible for the action. FME document control shall ensure that such changes in routing/action are updated in the document log.

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5. FME document control shall ensure that E-Mail messages and facsimile machine transmitted documents are given priority handling and are appropriately logged into the document log and delivered. These documents may substitute for normal correspondence when the information is of an urgent nature and/or when rapid communication is necessary. (When any confirming correspondence is received, it is to be filed replacing the electronically transmitted document).

6. When the CCF has been completely completely signed off, the correspondence is returned to FME document control. Prior to its being filed, FME document control shall update the document log with any additional information.

7. File the record copy in the appropriate file and remove the copy placed in the file from 3.1.1 (b) 2 above.

3.1.2 Non-Controlled Correspondence

FME document control shall:

- (a) Process non-controlled incoming correspondence in accordance with the procedure for processing controlled incoming communication, except that no entry will be made in the document log.
- (b) Deliver any correspondence addressed to an individual, unopened, to the addressee.
- (c) Process all project-related documents returned for processing by the addressee.
- (d) Establish an appropriate action items list for follow-up actions resulting from incoming non -controlled correspondence.

3.2 Outgoing Communications

All correspondence will be issued over the signature of the appropriate Department Manager. The appropriate Department Manager may designate an individual(s), in writing, with alternate signature authority.

3.2.1 Controlled Correspondence

FME document control shall process outgoing controlled communication as follows:

- (a) Outgoing, controlled correspondence is to be submitted to FME document control for processing and will be controlled, distributed, filed, and maintained.

Note: The National Cancer Institute will assign the control number for outgoing communication to the National Cancer Institute (NCI).

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(b) All outgoing controlled communication documents will be reviewed by FME document control for “Action” item information, designation of an action item or closing out an action item. The document log will be updated accordingly.

3.2.2 Non-controlled Correspondence

Non-controlled correspondence shall be placed into the appropriate file. Any follow-up action required shall be entered into the appropriate action items list. The items listed below are some of the types of non-controlled correspondence processed by FME document control.

(a) Inter Office Memoranda (IOMs).

1. IOMs will not be used for communications addressed to entities external to SAIC.
2. IOMs that are identified as requiring action shall be entered into an appropriate open items list.

(b) Telecons

Telecons shall be used to document telephone conversations with clients, suppliers, consultants, etc., that ask for or make a commitment. A letter, signed by the appropriate Department Manager, shall be provided to the other party of the conversation to expeditiously confirm the commitment.

Action items resulting from documented telecons shall be entered into an appropriate open items list.

(c) Conference Notes

Action items resulting from Conference Notes shall be placed into an appropriate open items list.

3.3 Electronic Mail

Electronic mail, which is sent to or received from external sources, shall be forwarded to FME document control for recording, processing, and control. Internal E-mail shall also be captured and controlled if considered by the originator or recipient as significant project information.

FMEP-A-0020 Exhibits

Exhibit A - Correspondence Control Form (1 page)