**Job Aid: Record Process Steps**

| **Activity Step** | **What Happens** |
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| Approved forms, tags, and labels are available for use. |   |
| Record is created. | The procedural steps explain how to fill-out a form, tag, or label as the work is being performed. The captured information must be concurrent with the performance of the activity and legible.  |
| Internal amendment procedure is applied to record. | During this task, the original information is retained and not obliterated (e.g. no penciling-out, taping over it, destroying the original record, or using white-out). The task captures: • how to make a change, • when the change was made, • who made the change, • any additional follow-up action required. |
| External amendment procedure is applied to record.  | During this task, the incorrect or affected result is corrected. Both the original and changed result is retained. If retrieved, both the original and corrected result documenting: •Who and when the result was changed;•Who and when the affected user was notified;•Who and when laboratory management was notified. |
| Identification and Control of Nonconformities Process |   |
| Record is collected. |  A grouping of similar types of records compiled in an orderly fashion. |
| Record is reviewed. | A quality or technical record is inspected against criteria at a defined frequency. This inspection verifies the record is being generated and determines if all needed dates, times, personnel identification, results, conclusions, and any required follow-up was documented correctly. Both the inspection and resolution are documented. |
| Identification and Control of Nonconformities Process |   |
| Record is indexed. | The record is sorted with other similar records in such a way that it easily can be retrieved and cross-referenced. |
| Record is stored in short-term storage. | The record is placed in an interim location that is more readily accessible than the long-term storage. A safe environment prevents damage, deterioration or loss, and unauthorized access to the record.  |
| Record is transformed, if applicable. | The record is converted into a different medium or format so that it remains accessible for the remaining retention period. All software versions selected for electronic files must be able to open with newer versions throughout the retention period of the record. |
| Record is kept in long-term storage. | The record is transferred to another location, This location meets safety, security, and access requirements. Frequently, this new location is off-site from the laboratory facility.  |
| Record is identified for destruction. | The last date of retention has been met for the stored record and acknowledged.  |
| Record is destroyed. | The record is shredded or incinerated. Throughout this step confidentiality is safeguarded. Information is captured as a separate record documenting the record was terminated. |
| Documentation of record destruction is kept |   |
| Record Control Index Process | After management identifies the required quality and technical records to control, an index outlining the following: •The record type; •The reviewer assigned by job title;•The frequency of review;•The record retention time;•Interim storage and medium used;•Long-term storage and medium used;is established, implemented and maintained. |