



DOCUMENT CONTROL

◦ AN INTRODUCTION GUIDE

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PREFACE

A new field of administrative has emerged. Instead of staying put, Malaysia needs to embrace the change. Being a DC, one needs to be competitive. This is due the fact that the task is challenging, the working environment is in energetic pace and the handling process need to be effective. From an administrator to a document controller, you also will be working as an internal auditor to your organization. This manual is hoped to guide students in understanding the responsibilities as a DC

TOPIC 1 : DC JOB SCOPE

BECOMING A DOCUMENT CONTROLLER

In the interview sessions to gather data for this book, majority of the Document Controllers (DC) were not familiar with the term DC while they were studying. When asked about the knowledge they had, they said it is more than what they learnt back in school. However, that is the process of learning. It is ongoing and active. However, as DC is someone who works in construction and oil & gas field, you need to be ready with the jargon in the working world. When working as a DC in a construction company, be ready to learn new civil engineering terms. If you work as a DC at Petronas, be sure to know the oil & gas terms. That will help you perform better in handling administrative works.

Job description for document controller

Usually a DC job specification should cover plans, coordinate and direct quality control program. Record employees' particulars and handle personnel filing system. A DC is also responsible to implement and maintain ISO quality management system in compliance with customer requirements. In addition to responsible to supervise inspection for quality control, they also need to process, distribute and maintain controlled documentation. A DC is also responsible to train staff on document control process and procedures. In conclusion, it is common that a DC needs to manage company documents, review and maintain accuracy of records. Thus, knowledge on ISO is a benefit for a graduate who wishes to work as a DC.

Skills needed as a document controller

A DC needs to have **strong public relation skills**. This is because you need to communicate a lot with your superior and clients. Good communication in writing and speaking is necessary for every office worker. Next, a DC needs to have strong **IT skills in handling Microsoft Office** such as Outlook (email), Excel and Word Documents. A knowledge on **Microsoft Project** could be an advantage in handling certain tasks. The skills required by employers are knowledge in handling records and also to organize quality records in an organization. Most work descriptions for recruiting a DC on employing channel required a candidate to have knowledge on ISO documentation and compliance.

Administrative assistant and document controller

Major works of administrative assistant is to manage administration area including handling visitors, incoming calls and mails. They also need to assist day-to-day administrative works, operational or even coordination works. Admin Assistant usually takes responsibility in maintaining office environment, handling vendor's appointments, preparation of business documentation such as business letters, memos and other internal / external documents regarding administration.

However, in handing information as a DC, you might need to have extra knowledge on documentation information. Other than drafting letters, in higher requirement jobs for a DC, you also need to know the terms and types of **engineering documents**. For example, your company is looking for a contractor and supplier for electric engineering wiring plan, you need to gather data about electric engineering supplier all around your place, **contact them for a quotation** and compare their price. Which one should you choose? You need to know the quality of the items, ask for sample if possible, and assess the quality of the goods. You never learn about engineering nor take course in engineering, so you need to do some research on the item.

Once you got the quotations, pick for the best option, so what's next? You need to prepare the **Purchase Order** document. Once the PO given to the supplier, they need to deliver their task and once finished, they need to provide you the **Invoice** (for payment process) and **Delivery Order** (for proof of work done).

Document controller jobs in Malaysia

Nowadays, this designation is starting to get attention due to its pay offer. If you search on recruiting web pages, such as JobStreet, this job has high pay compared to administrative assistant position. This is due to their scope of work and high responsibilities. Great pay comes great accountability. Some tips from the seniors who already worked as a DC, dress to impress when attending interviews and also at work.

MK Engineering

SEVENIIPAL

JOB ANNOUNCEMENT for the position of **PROJECTS DOCUMENT CONTROLLER** Project Department

Role purpose: To manage all technical documentation flow of the engineering, project management and construction staff in order to ensure documents control within Company standards and common engineering practices.

Responsibilities:

- Receives and issues documents under transmittal, externally and internally according to document distribution matrix;
- Ensures that all engineering documents are well checked and submitted on time prior to the documents submission due date;
- Ensures that all documents have no errors in filenames, revisions, submissions, etc before submitting it to the recipient department/party to avoid confusion;
- Ensures that controlled copies of latest approved documents and drawings are given to the appropriate staff, contractors and suppliers as applicable;
- Develops and maintains the projects department document control register;
- Records and files all documentation between the projects department, contractors, suppliers & Independent construction control consultants;
- Allocates document numbers to internally prepared documents and incoming documentation;
- Maintains updated records of all approved documents and drawings in the Document Archive and the File Server with easy traceability;
- Maintains the files and control logs as required by the project procedures.

Requirements:

- Secondary School or University degree in engineering, economics or administration;
- Familiar with capital project phases and basic methods of archiving and document administration;
- Good knowledge of English;
- Computer skills – MS Office - Word, Excel, Outlook; AutoCAD;
- Minimum 1 year of administrative experience.

Company offers:

- Dynamic and challenging work in a large international company;
- Competitive salary and attractive benefits.

The main requirement is usually a degree in Engineering since it involves a lot of engineering terms and jargon. However, administrative degree holder is also welcomed.

Figure 1 : Example of DC Job Vacancy Post

[Company Name]

QUOTE

[Stress Address]
 [City, ST ZIP]
 Phone: [000-000-0000]
 Fax: [000-000-0000]
 Prepared by: [salesperson name]

DATE:
 QUOTE #
 Customer ID
 Valid Until:

Customer

[Name]
 [Company Name]
 [Stress Address]
 [City, ST ZIP]
 [Phone]

DESCRIPTION	TAXED	AMOUNT
[Service Fee]		230.00
[Labor: 5 hours at \$75/hr]		375.00
[Parts]	X	345.00
New client discount		-50.00

TERMS AND CONDITIONS
 1. Customer will be billed after indicating acceptance of this quote
 2. Payment will be due prior to delivery of service and goods
 3. Please fax or mail the signed price quote to the address above
Customer Acceptance (sign below):

 x _____
 Print Name:

Subtotal	RM	900.00
Taxable	RM	345.00
Tax rate	RM	6.250%
Tax due	RM	21.56
Other	RM	-
TOTAL Due	RM	921.56

If you have any questions about this price quote, please contact
 [Name, Phone #, E-mail]

Thank You For Your Business!

Figure 2 : Quotation

[Company Name]

PURCHASE ORDER

[Street Address]
 [City, ST ZIP]
 Phone: (000) 000-0000
 Fax: (000) 000-0000
 Website:

DATE	9/17/2015
PO #	[123456]

VENDOR
[Company Name]
[Contact or Department]
[Street Address]
[City, ST ZIP]
Phone: (000) 000-0000
Fax: (000) 000-0000

SHIPTO
[Name]
[Company Name]
[Street Address]
[City, ST ZIP]
[Phone]

REQUISITIONER	SHIP VIA	F.O.B.	SHIPPING TERMS

ITEM #	DESCRIPTION	QTY	UNIT PRICE	TOTAL
[23423423]	Product XYZ	15	150.00	2,250.00
[45645645]	Product ABC	1	75.00	75.00
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-

Comments or Special Instructions

SUBTOTAL	RM	2,325.00
TAX	RM	-
SHIPPING	RM	-
OTHER	RM	-
TOTAL	RM	2,325.00

If you have any questions about this purchase order, please contact
 [Name, Phone #, E-mail]

Figure 3 : Purchase Order

SKILLS NEEDED FOR A DOCUMENT CONTROLLER

You already know the DC requirements and job description. Therefore, these top three skills should be possessed if you are looking into a career as a DC.

Handling records and filing

As a DC, you are the controller of office documents. You need to ensure and maintain the accuracy of filing. Which is the best filing system? Which one is to record alphabetically? Numerically? Imagine getting 50-100 emails per day and you need to read and respond to each one of the emails. Thus, a DC must have good records management skills. Thus, records management knowledge is essential for a DC.

Moreover, the most famous requirement of a DC is a knowledge on ISO standards and procedures. Thus, you need to know a little bit about the frequently used standards in Malaysia's corporate world. This will be covered in Topic 5 : DC as ISO Auditor.

Public relation and communication skills

As DC job is to communicate and liaison with vendors and clients, hence a DC should have good public relation and communication skills. Sometimes, having good communication skills required you to be professional and wise. In order to interact professionally, one should be rationale and objective. These skills actually gained through your adult years. When you are a teenager, it is common that you are emotional when dealing with difficult customers, arguing with co-workers or even your supervisor. However, patience is built through experience. So, during your study years, be sure to communicate around, connect yourself with community, get to know students from other programs and join any activities organized by your institutions. From there you will meet many people and you will learn how to interact with others. Note that communication subjects learnt in class is important. However, applying what you learnt in class is far more important.

Microsoft Office application

Common computer skills needed among office workers is knowledge on handling and using Microsoft Office. Word document is necessary, by the time you are graduating; you should actually master on how to handle Word documents application. Another commonly used application is Excel. Many executives prefer using Excel for documentation since it is used for calculation. If you are learning about Excel during your study period, learn it well. Next, Microsoft Project is used to keep track and maintain a project or event. This software is usually used by project directors to monitor their projects period, resources and workloads.

CAREER ADVANCEMENT FOR DOCUMENT CONTROLLER

A DC career might sound familiar in overseas but not really in Malaysia. By date, in June 2020, only less than 1000 DC jobs found on JobStreet. However, if you look around the world. DC is a well-known designation and even has a good career advancement. Below you may look at few websites which offer job opening within and outside of Malaysia.

Preparing Resume

There are thousands online resume templates that give you the idea to create an outstanding resume. Keep your resume as simple as possible; 1-2 pages only. The important of information to be written on resume are as follows:

- Picture, Name, Location (no need to put a detailed address), Contacts (email and number).
- Working objectives (“a passionate fresh graduate with 6 months experience as a document controller assistant”).
- Educational Background (if you have good grades then you may write your grades)
- Past colleges activities. Put the most recent first.
- Referees (lecturers or internal training supervisor).

Within Malaysia

For someone who is scouting for a job, JobStreet is a well-known recruiting web to fresh graduates.

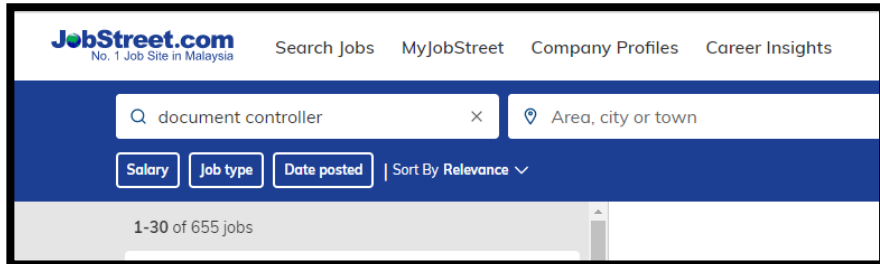


Figure 4 : JobStreet data by June 2020

Looking at Figure 4 : JobStreet Data by June 2020, it is clearly stated that only 655 Document Controller jobs are available in Malaysia (this will bring a different result if you search for Administrative Assistant or Personal Assistant).

However, in this millennium century where information is only on your fingertips, you may also get jobs information by joining telegram job hunting channels, promoting yourself on Twitter, even the use of LinkedIn in job hunting is widely used nowadays.

Outside Malaysia

In the US, the term DC is widely used even for an IT company. It might be the needs and nature of the business require them to recruit a DC to handle their documents.

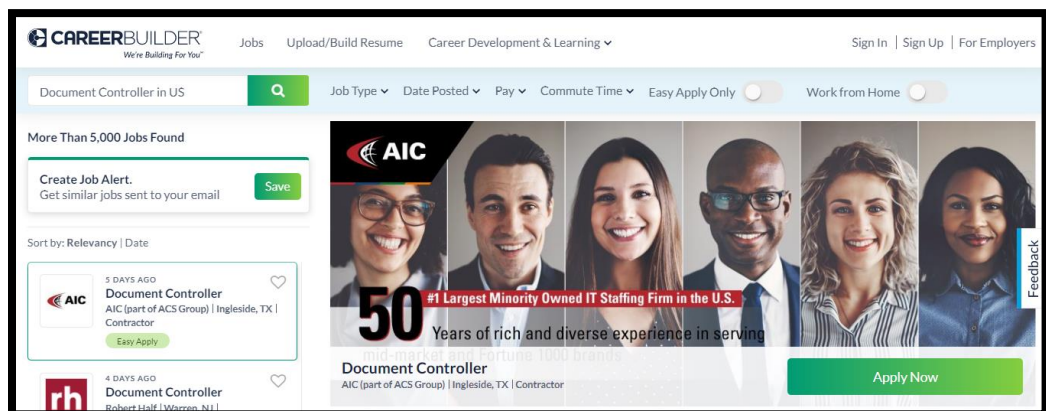


Figure 5 : CAREERBUILDER Data by June 2020

TOPIC 2 : DC AS PUBLIC RELATION EXECUTIVE

COMMUNICATING TO CONTRACTORS, CLIENTS AND CUSTOMERS

Dealing as an executive or an office worker with contractors or vendors required you to have formal communication skills. One needs to know the right salutation to use, the correct term to say and the professional way to respond. However, you might speak less formal rather than write less formal. Writing using business terms requires a lot of exercises and readings. Hence, you might need to improve your English vocabularies if you are seeking a better career.

Business meetings

Expect to be in long awaiting hours of meeting from 9 to 6 and to be continued tomorrow mornings. A DC needs to know how to handle projects delivery. You are not setting up the meeting, photocopying papers and distributing meeting agenda! (However most DCs handle administrative task too). You are required to prepare what to present in the meeting, what the business project is all about, the time required, the resources (employees, funds) needed, all of these information later need to be kept by the DC until the project is done. That is why a DC needs to have knowledge on Microsoft Projects or any other project tracking software.

Ad-hoc projects

As a project secretary, you will need to cover any ad-hoc projects taken by the company. Example of ad-hoc project could be within organization changing or adopting new rules or procedures. In short period of time, you need to inform everyone about the new procedures and make everyone understand the flow. Thus, you need to train them in handling the process. In managing ad-hoc projects, you could prioritize the risk, provide flexibility for resources in handling the projects (flexible working time and location could be one of the flexibility) since ad-hoc projects usually need to be done in a shorter period of time. Last, you should plan your projects, if you need to settle one project within a week, you have no time in calling committees for meetings, and it is always helpful to divide the projects into few sub-components. --for instance, you need to handle one event and you have one week to prepare, divide the event into few bureau so that you may calculate each cost effectively.

Project site visits

This is common task for a DC to adapt. For example, your company has one housing construction in Kuala Lumpur and as a DC you need to prepare all documentation about the projects. Starting from information on project deliveries, to the cost incurred in the projects, the sub-contractors involved, up to handling and keep track the engineering blueprints. Every single document needs to be ready once your boss wants to visit the sites. If let say you have THREE ongoing construction projects, so you need to prepare and maintain all documentation about all THREE projects.

When visiting projects, be ready for blueprints and important documents which might be asked by the engineers or even the contractors. Thus, you shall make all of it handy. How to do it? 😊 By transferring all the documents in softcopy forms and make them available with you all the time.

EFFECTIVE WRITTEN COMMUNICATION

Mails

Handling incoming and outgoing mails is actually an administrative officer's task, however, this task has been added to a DC portfolio since ages. You need to identify mails according to each project and reply them accordingly.

Emails

You are sending an email, with an attachment. How are you going to do it? By leaving the 'Subject' area empty? By inappropriate attachment name? NO! You have to write it wisely.

- 1) Write a brief and concise e-mail subject.
- 2) Greetings
- 3) Identify yourself if the receiver did not know you
- 4) Keep a concise content
- 5) Have a digital signature

EFFECTIVE ORAL COMMUNICATION

Presentation skills

You already know your work area as a DC, the few documents needed as a DC and the information to deliver as a DC. Hence, you need to present the planning, current status of project to your committee. Nevertheless, how are you going to deliver the content if you are unaware of the jargons, the terms? By this, you need to do thorough research on your projects.

Formality in communicating with others

1. Every action is showing formality or informality.
In communicating, the way you interact with your face expression, body languages, gestures are reflecting formality. The use of proxemics while communicating, whether you stand within the personal space or you violate the person's space. All these reflect the formality in handling business.
2. Depends on organizational culture of a company.
Communication that occurs in companies may depend on the organizations' formalities. They could joke around and be informal to everyone. However, in some companies, the management values formality in a great manner. In order to greet, you need to use formal title such as "Mr.", "Sir", "Encik", "Datin" and so on. However, in other companies, you may call others just by nicknames.
3. Formality reflects the business environment.
Some businesses or working fields have been using formality environment since ages. However, when you are using formal business cooperation, your employees and the way you manage your customers and clients would reflect formality. You might joke, though, not excessively. You may be friendly, yet elegant.

TOPIC 3 : DC AS HUMAN RESOURCE EXECUTIVE

STRATEGIC MANAGEMENT

Sometimes, you may look at the job posting for a DC, but you need to be prepared with human resources knowledge. Hence, in acquiring human resources knowledge is also necessary for a DC, let's look at the main issues in the field. Aside from recruiting, selecting, give trainings and handling staff personnel, a human resource executive usually works with the management in order to operate day-to-day operation. It is HR job to come out with the yearly budget in facing next operation year. This is called strategic management. When involving with oil & gas or construction companies, the work of a HR executive might be a little bit different in terms of the work projection. However, if you look in a general view, the task is just similar. Therefore, what is a strategic management? Did you remember back in college when you met up with your club members and you needed to plan for next year's programs? –strategic management is about planning and executing plan.

Criteria to strategic management

A DC sometimes is asked to help high executive discussing strategic planning of the company. This involves making long-terms organizational goal and strategies. Usually senior executives will be responsible for developing strategic plan even they are not the ones who implement the plan.

An effective strategic plan shall have these five important questions:

1. Where will we be active in the next 10 years?
2. How will we get there? (by increasing sales or buying stocks or mergers?)
3. How will we win in the marketplace? (keeping prices low or offer best service?)
4. How fast will we move and in what sequence we will make changes?
5. How will we get the financial returns? (seek low cost on building houses? R&D in petroleum?)