

How to use:

Note: This template was created with Microsoft Word. Follow the prompts (in [...] brackets).

Instructions

1. When the template is complete, the document can be printed and approved.
2. Prior to printing, you should delete all [...] prompt text.
3. Save the document by selecting the "Save As" command. You must specify your own directory for your project.

Quality criteria

Once the document is complete check it against the quality criteria below. (Note: these quality criteria are taken from *Managing Successful Projects with PRINCE2 (Axelos Limited. (2017). Managing Successful Projects with PRINCE2 (6th Edition). London: The Stationery Office Ltd.)*).

- Responsibilities are clear and understood by both user and supplier.
- The issue management and change control procedure is clearly documented and can be understood by all parties.
- The chosen change control approach is appropriate for the size and nature of the project.
- Scales are clear and unambiguous.
- The scales are appropriate for the level of control required.
- Reporting requirements are fully defined.
- Resources are in place to administer the chosen method of change control.

Change control approach

Project:

Release:

Date:

Author:

Owner:

Client:

Document Ref:

Version No:

1 Document history

1.1 Document location

This document is only valid on the day it was printed. The source of the document will be found at this location – *[insert project folder structure]*

1.2 Revision history

Date of this revision:

Date of next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	

1.3 Approvals

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

2 Introduction

[States the purpose, objectives and scope, and identifies who is responsible for the approach.]

3 Issue management and change control procedure

[Describes (or refers to) the issue management and change control procedure to be used. Any variance from corporate, programme management or customer standards should be highlighted, together with a justification for the variances. The procedure should cover activities such as capturing issues, assessing their impact, proposing actions, deciding on actions, and implementing actions.]

4 Tools and techniques

[Refers to any systems or tools to be used and any preference for techniques that may be used for each step in the issue management and change control procedure.]

5 Records

[Defines the composition and format of the issue register.]

6 Reporting

[Describes the composition and format of the reports that are to be produced, their purpose, timing and chosen recipients. This should include reviewing the performance of the procedures.]

7 Timing of issue management and change control and issue activities

[States when formal activities (e.g. reviews or audits) are to be undertaken.]

8 Roles and responsibilities

[Describes who will be responsible for what aspects of the procedures, including any corporate, programme management or customer roles involved with the change control of the project's products. Describes whether a change authority and/or change budget will be established.]

9 Scales for priority and severity

[Describes the scales for prioritizing requests for change and off-specifications and for determining the level of management that can make decisions on the severity of an issue.]