PROCESSING REQUESTS FOR CHANGE

INTRODUCTION

PRC.1.0.2, which covers Management of Change (MOC), contains a requirement to set up a procedure for the generation and handling of the documentation. The documentation is a formal written request for permission to change a process, procedure, piece of equipment, personnel, etc. commonly called a Request for Change (RFC). The format for the RFC is described in PRC.1.0.2.3, Request for Change Forms. This section covers the variety of methods of handling this documentation.

POSITION

Establish a procedure as part of the MOC system for processing requests for change (RFC). Disseminate a description of the process in the form of a flow chart with attached instructions to all concerned parties.

DISCUSSION

The following figures show sample flowcharts for MOC systems of varying complexity. In practice, each of these MOC system flowcharts would be accompanied by written procedures (not supplied here).

Figure 1 shows a very simple system, with a single reviewer who also serves as the change authorizer. This type of MOC system is sometimes found in simple process systems with limited staff. A key to its success is for the reviewer to recognize the limitations of his or her expertise and to obtain outside help when appropriate.

Figure 2 is a slightly more sophisticated MOC system, involving an initial reviewer, an MOC coordinator, and separate review and authorization personnel.

Figures 3 and 4 are sample flowcharts for detailed and emergency MOC procedures. The detailed MOC process (Figure 3) uses the concept of a change sponsor, who is responsible for guiding the request for change through the process. The sample emergency procedure (Figure 4) simply requires three appropriately designated personnel to agree on the need and acceptability of the change to allow immediate implementation. The emergency procedure then must be validated by processing the change through the normal MOC procedure in a timely manner.

Figure 5 illustrates the separate review steps that this guide describes. Different people would generally conduct each review; however, the objectives of each review apply even if two or more reviews are conducted by the same individual or team.

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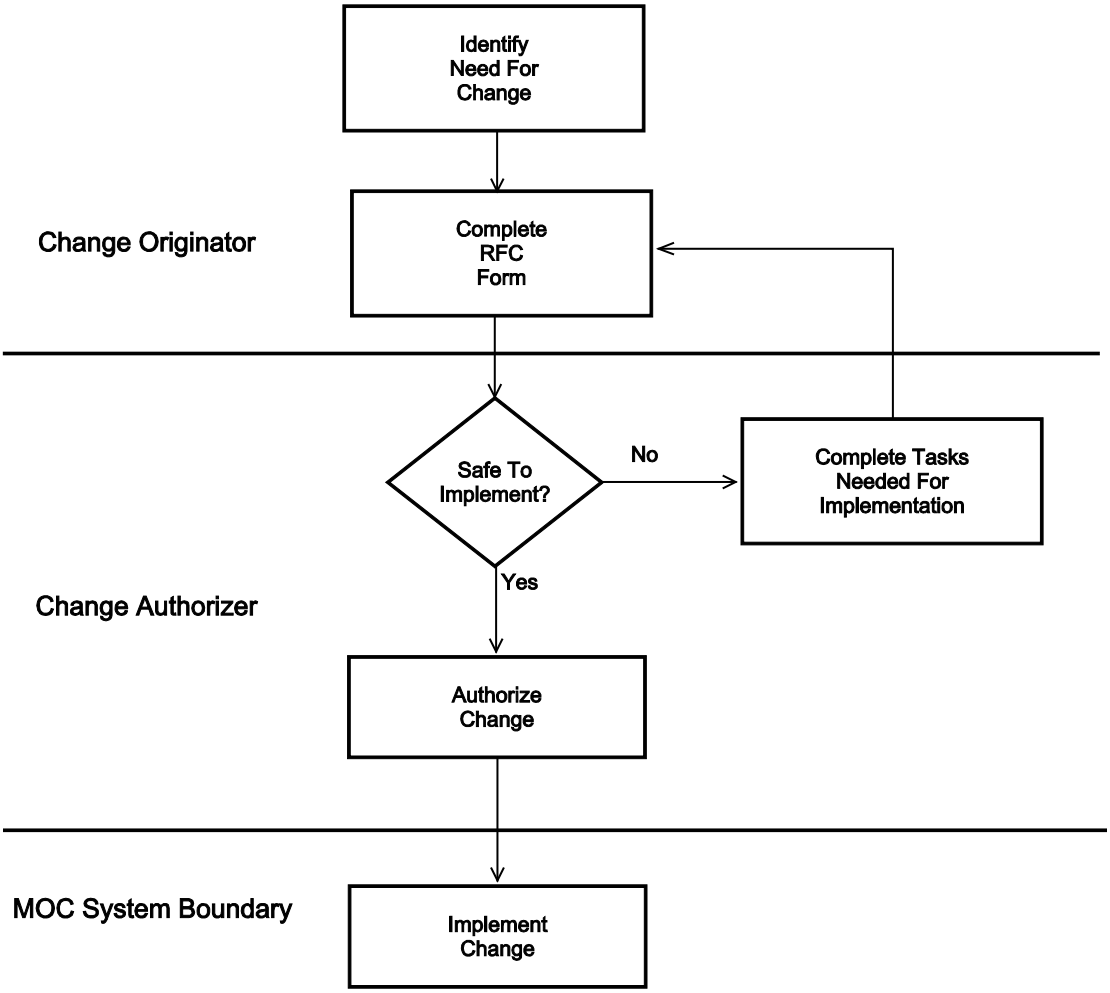

Figure 1. Simple MOC System (Single Reviewer/Authorizer).

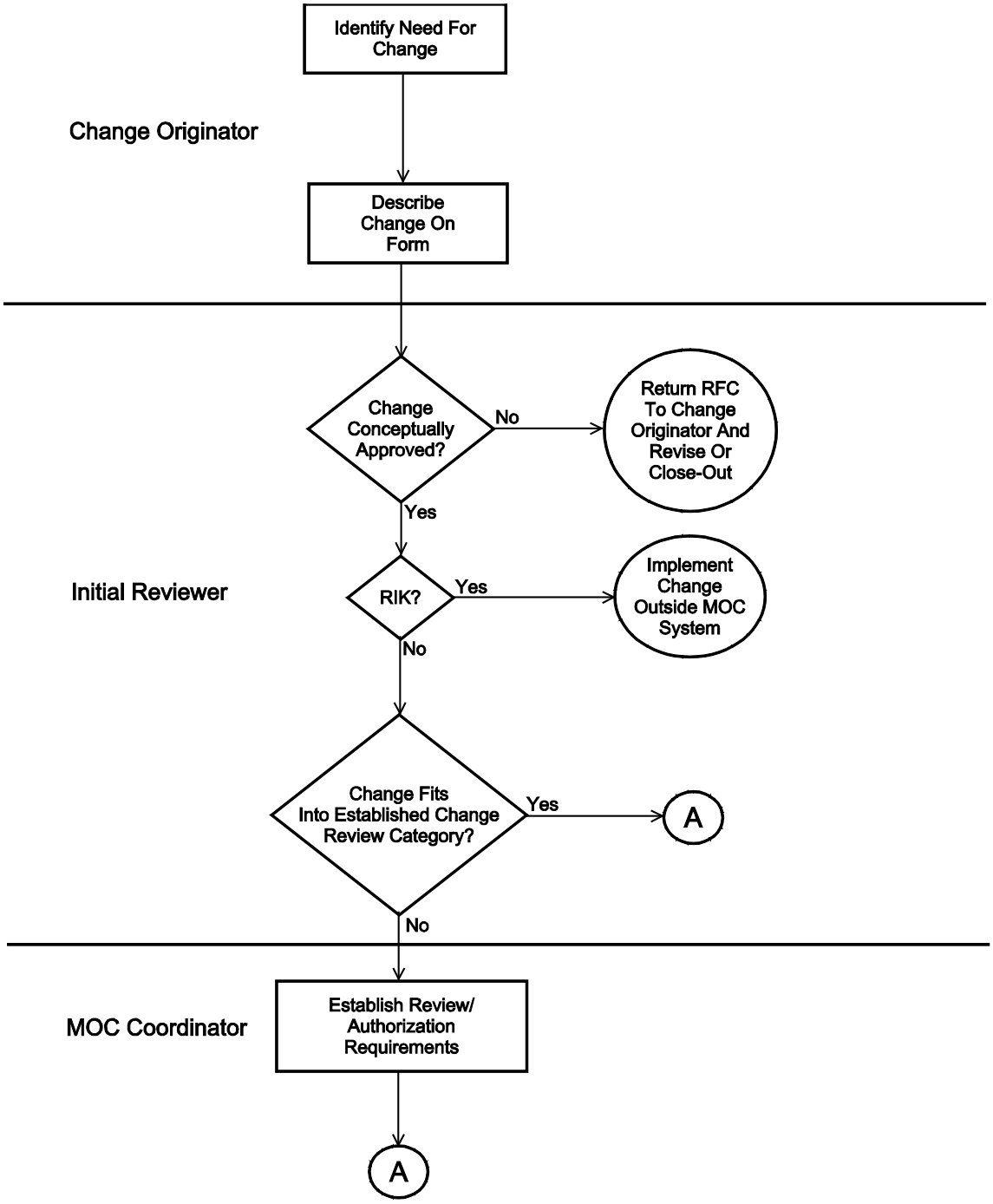

Figure 2 (a). Moderate MOC System.

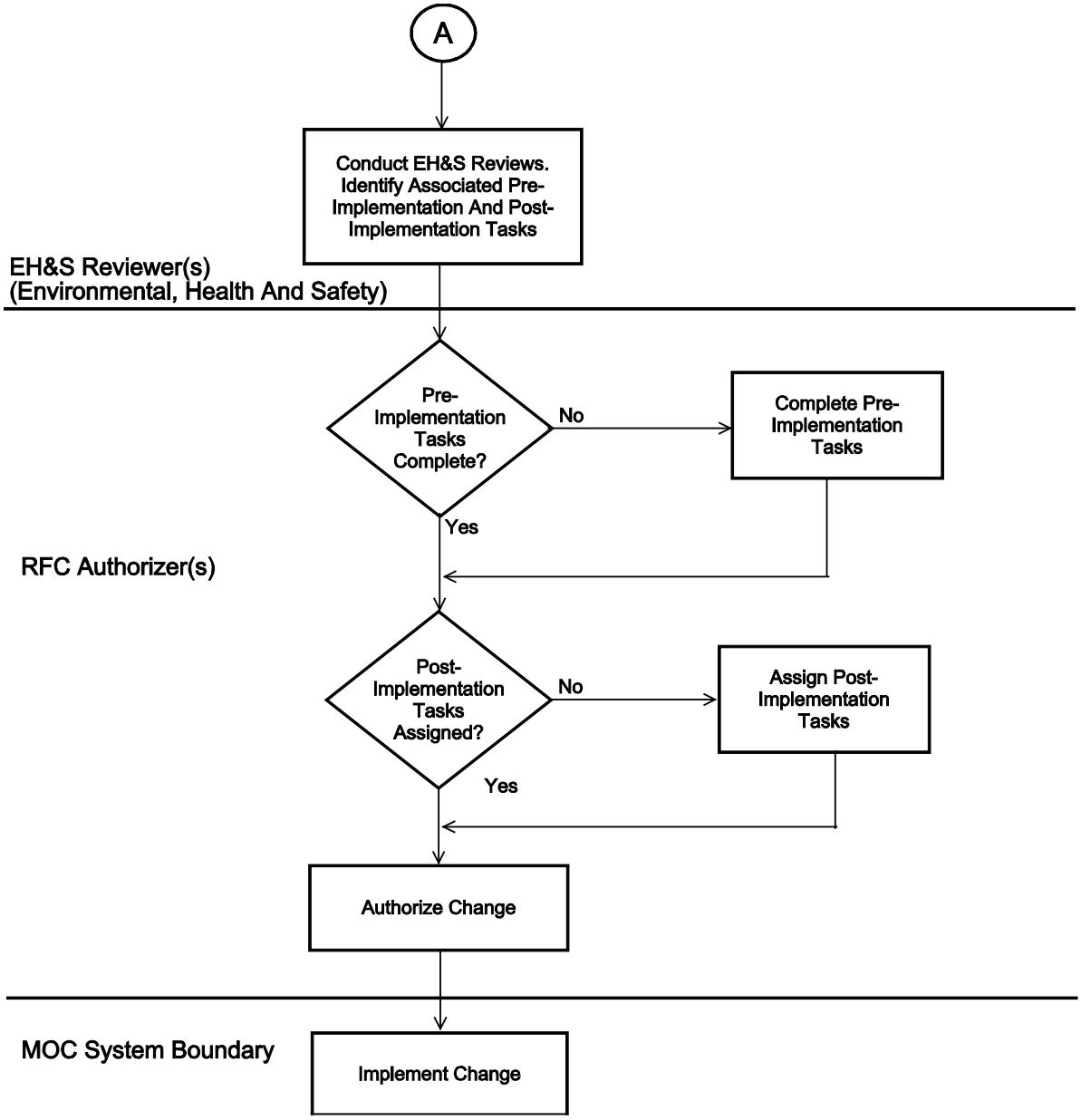

Figure 2 (b). Moderate MOC System.

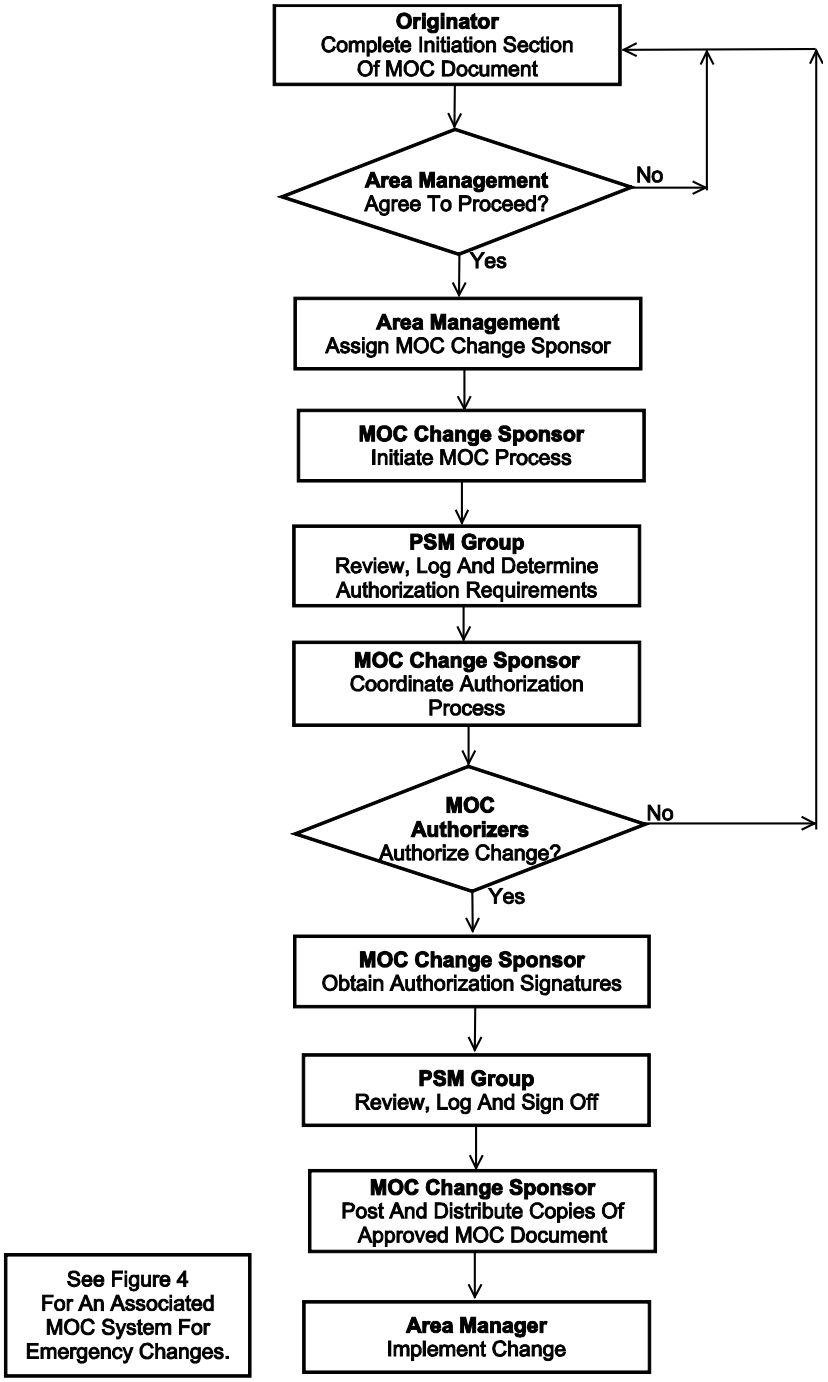

Figure 3. Detailed MOC System.

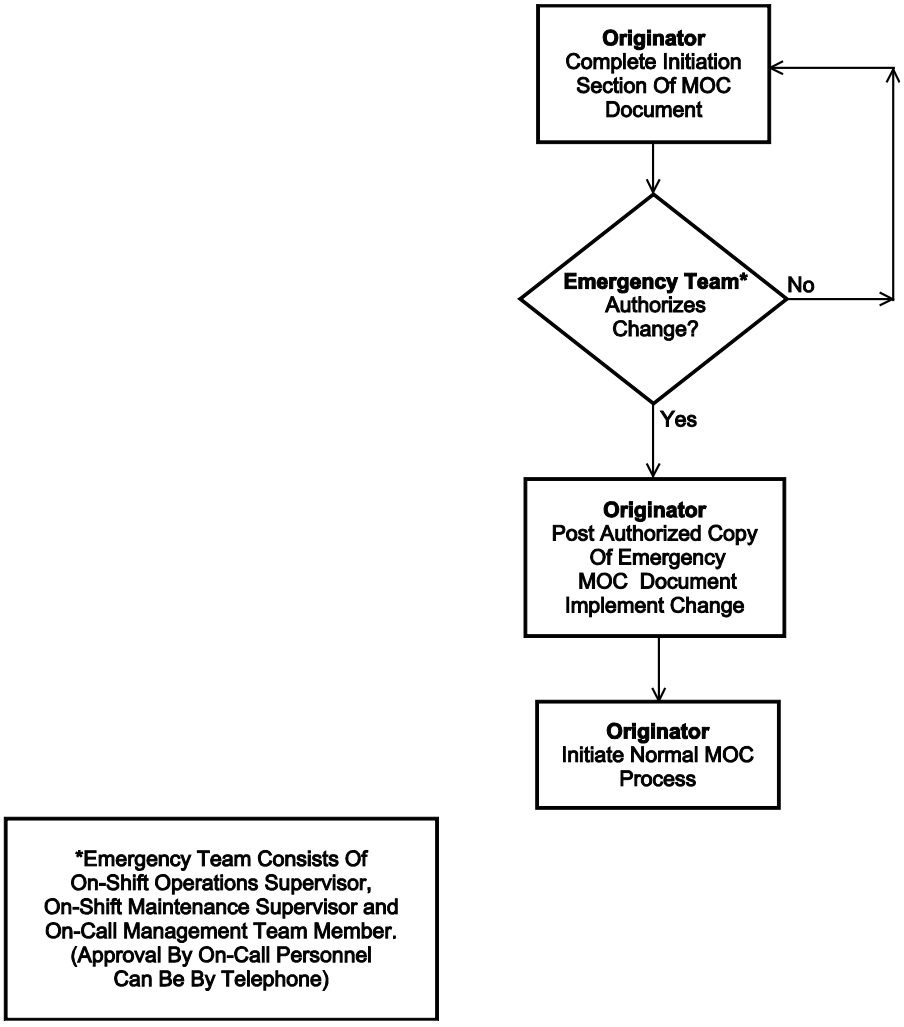

Figure 4. MOC System for Emergency Changes.

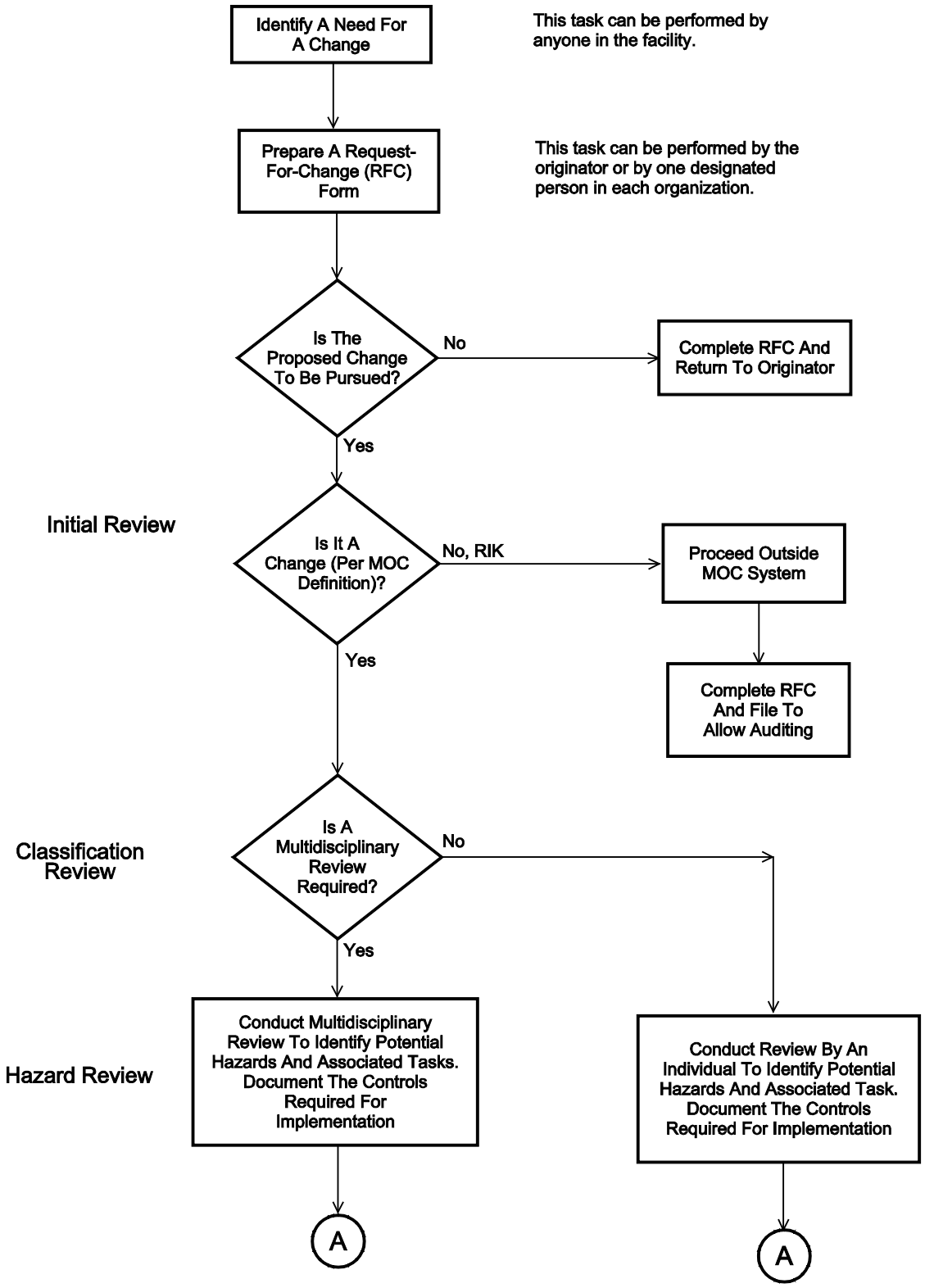

Figure 5 (a). MOC System Illustrating Review.

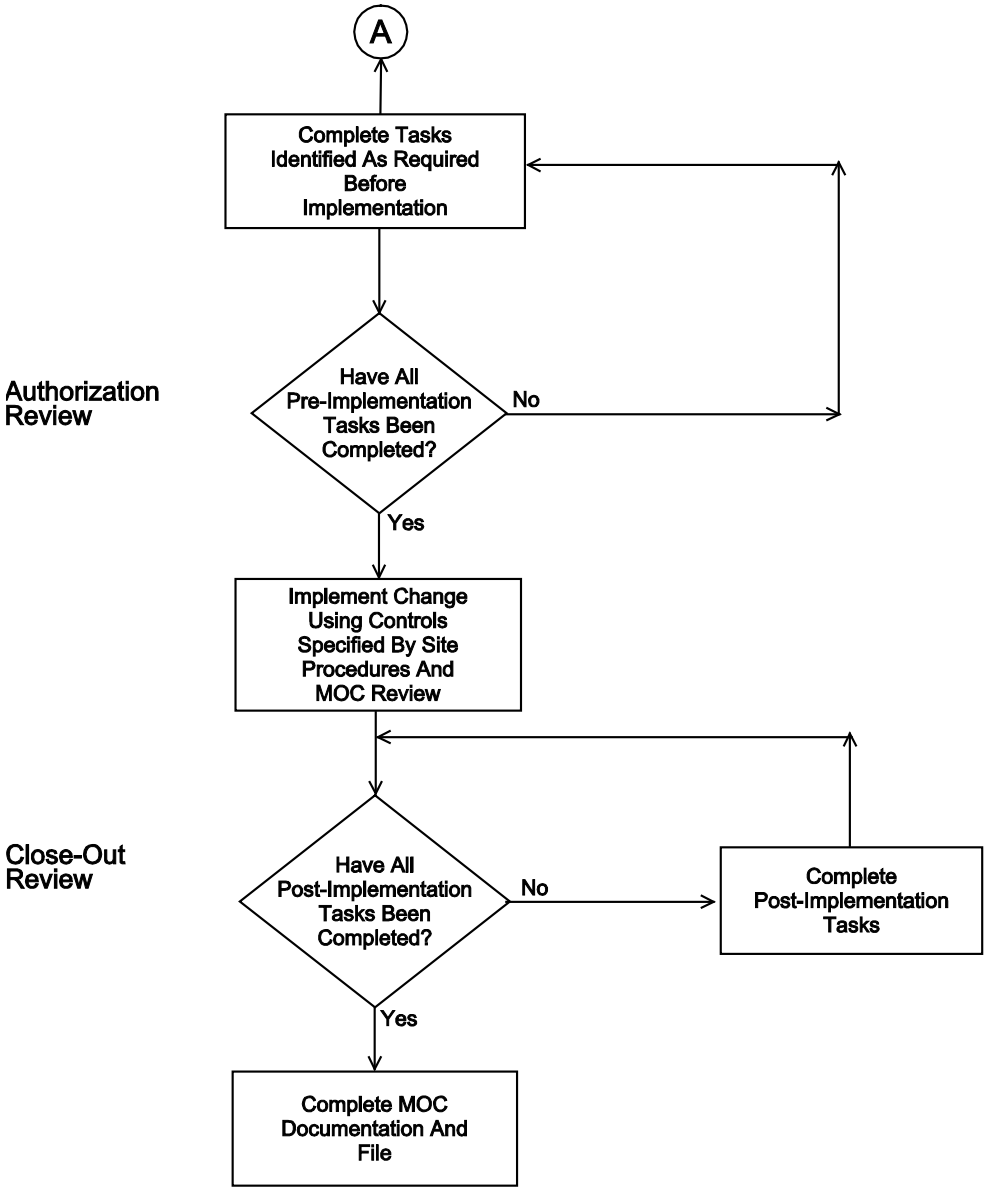

Figure 5 (b). MOC System Illustrating Review Steps.