

THE DOCUMENT CONTROL TRIBUNE

Issue no.7 – December 2015

Editorial

This year, Consepsys celebrates its 5-year anniversary!

Over these past 5 years, we have:

- Become the world leading providers of Document Control courses
- Developed a robust, reputable and recognised training programme
- Trained professionals from all 6 continents and from over 45 industry sectors
- Gained the trust of a prestigious list of client companies all over the world
- Advanced the Document Control profession, spread and collected best practices
- Become the recognised certification body for the Document Control profession worldwide

This amazing journey has been possible thanks to all the amazing, dedicated and committed professionals whom we have met.

We wish to share this celebration with you with a special edition of the Document Control Tribune!



In this issue:

5 years advancing Document Control with you!	Page 2
Lucky Draw – Win prizes - 5-year Anniversary Draw!	Page 2
Our vision of Document Control	Page 3
Typology of Document Controllers	Page 4
Portrait of a Document Controller – Julie Tchao	Page 5
New in 2016 – Advanced Document Controller Course - DCA	Page 6
What makes us different	Page 6
New – “Hanging in there” comics strip series	Page 7
Career paths for Document Controllers	Page 7



Free
Subscription
to the newsletter:

www.consepsys.com/publications/newsletter/

Subscribe

Page 1 of 8

5 years advancing Document Control with you!

Consepsys – The Origin

Consepsys was founded in 2010, based on an observation: The overwhelming majority of Document Controllers whom we knew had learnt the profession on the job and were not very confident about their competences, their practices and how they fitted within their respective organisations.



Document Control Foundation

A majority of these Document Control professionals were keen and eager to go through formal and theoretical training, to reassure themselves, to verify that they were doing things correctly and to compare their competences with those of their peers.

For those who were new to the profession, they had nowhere to turn to acquire a formal and theoretical foundation in the profession.

In 2010, there was little, if not no offering for Document Control training courses on the market and, if there was, those courses were in reality training sessions to use Document Control software – NOT to do Document Control.



Document Control Competencies

When you learn to drive, you learn the competences and the skills required to operate a vehicle. Thereafter, those skills can be applied to any brand of vehicle. You do not need to take your driving test again when you change your car from a Mitsubishi to a Toyota.

Our training programme is the equivalent of the driving test for Document Control: we teach the competences and the skills required for Document Control. Thereafter, those skills can be applied to any type of software. What makes a Document Controller is a set of professional skills, not the software that one uses. Specific training is still required to operate the various DC software packages on offer, but the Document Control principles remain the same, regardless of the software used.

The Consepsys Solution & Success

We have developed training courses to provide a formal, theoretical and practical, robust and all-round foundation for Document Control professionals. We also wanted to contribute to valuing Document Control professionals by highlighting the high level of competence required by the profession, very often placed at the heart of very challenging work environments.

Our training courses clearly define the boundaries of the profession, its nature, its responsibilities, its mission, its values, its constraints and its obligations. We also help DC professionals understand what is essential and what is optional.

Finally, we also aimed at establishing a high standard for the quality of Document Control professionals.

Five years on, and based on our clients' feedback, we are proud to have succeeded in positively changing the world of Document Control – thanks to you!

Win prizes - 5-year Anniversary draw!

Participate in Consepsys's 5th year Anniversary Draw for a chance to win one of these amazing prizes:

- 1st prize: Free Face-to-Face Consepsys Document Control Course in one of our course locations – Value: £ 846
- 2nd prize & 3rd prize: Free Consepsys e-learning module on Document Control topics – Value £ 96
- 4th to 5th prizes: 2 Free Consepsys paperback books on Document Control – Value £ 13

[See Terms & Conditions](#)

Participate



Our vision of Document Control

Document Control professionals often find themselves balancing between two somewhat opposite postures:

1. The 'service' role – being there to make your interfaces' work easier; and
2. The gate-keeping role – being there to defend fundamental values without which the Document Control role would be pointless.

Finding a balance within this contradiction is not easy and it requires a profound understanding of those fundamental values. Below are the universal Document Control values carried by ConsepSys:

Safety

The very reason why Document Control emerged as a separate discipline from Engineering was to ensure that people on site (construction, operations) could work safely, with up-to-date, checked, formally reviewed and approved documents.

An example whereby Document Control can directly affect safety: certain practices, such as issuing 'advance copies', working copies, non-approved documents, incorrect or obsolete revisions of documents can put lives at risk on site.

Quality

Document Control is part of the Quality Management Systems. Document Control must follow a consistent and documented process, in order to obtain a consistent product (in our case, the Document Control service).

This explains the need for documented procedures, guidelines, processes and rules, without which the quality of the delivered service often varies, to the detriment of customers (project team, engineers, client, partners etc).

Traceability & Auditability

Strict revision control and modification control ensures that all modifications are traceable and auditable. Deliveries of incoming or outgoing documents must be formalised and traced (eg with transmittal sheets). Registers must be kept up to date with correct information: MDRs, Transmittal Registers etc.

Ultimately this helps companies protect their interests: in case of an investigation or an audit, they are able to provide evidence of their work and processes.

Integrity

A document must not be issued, published or distributed, if it is not fit for use. For example, it must be legible and no pages or attachments must be missing. Identification information (eg document number, title, revision index, revision date etc) must be consistent, correct and it must comply with internal rules (eg Document Control procedure) and with external rules (eg Clients' requirements or contracts). Issuing or distributing a document that is not fit for use can lead to serious consequences such as safety incidents, legal implications, or financial fallouts.

Compliance & Gate-keeping

Documents must go through proper processes prior to being issued: quality checks, formal reviews and comments, approvals for issuance, registration, modification and revision control. Documents with problems must not be allowed through review gates. Compliance with Company rules and procedures must be upheld and documents must be processed in a controlled manner.

Consistency

Consistency is achieved through systematic compliance with procedures, guidelines, processes and rules. Document Controllers must also enforce the use of company templates, which are created and used for four purposes:

1. To form a visual identity for the company;
2. To ensure that key metadata or fields are filled out (eg author, date, revision number etc);
3. To save time for documents authors;
4. To establish consistency in the appearance of documents.

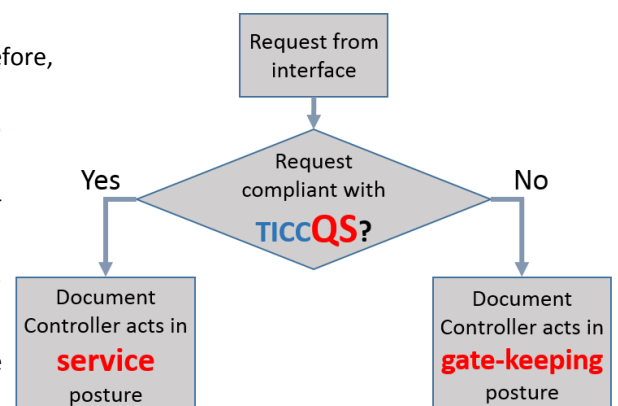
It is part of the Document Controller's role to maintain consistency and therefore, indirectly, to protect the company's reputation, interests and expenditure.

The ConsepSys Document Control Philosophy – TICCS

It is only by bearing these fundamentals in mind that Document Control professionals can find a balance between the service posture and the gate-keeping posture.

What matters is **T**raceability, **I**ntegrity, **C**ompliance & Gate-keeping, **C**onsistency, **Q**uality and most importantly **S**afety: **TICCS** for 'ticks ✓'.

The Document Controller's posture can therefore be determined by the adjacent flowchart.



Make sure that your Document Control attitude **TICCS** all the boxes!

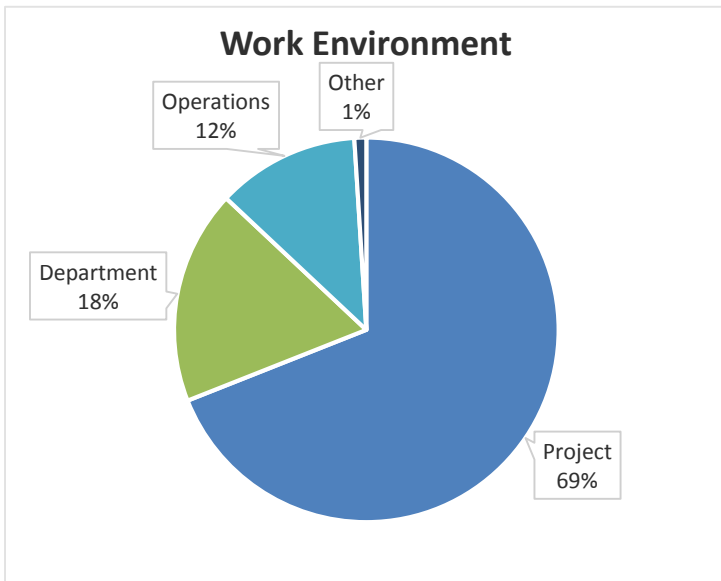
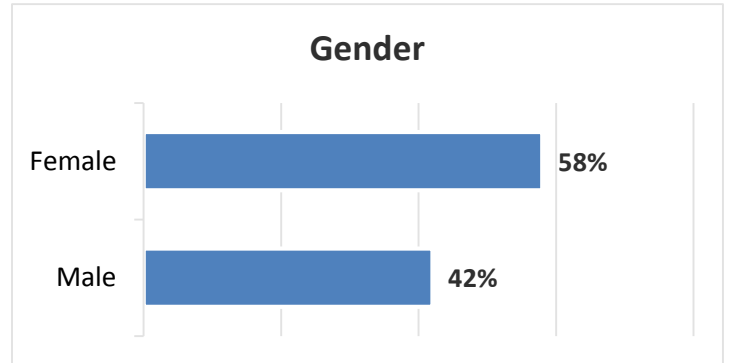
Typology of Document Controllers

Who is the “typical” Document Controller?

We try to answer this question below with our experience of meeting you around the world and with the data gathered during our last Salary Survey.

Gender and Work Environment

Our last survey shows that there is a majority of women in the discipline: Women represent 58% of the Document Control profession, against 42% of men.



It is also interesting to note that a vast majority of Document Control professionals - 69%, work in a project environment, whereas 12% work in Operations and 18% in a department.

This tends to indicate that most Document Controllers work in an environment where documents are created, reviewed, approved and exchanged between several companies and that DCs manage this transmittal of documents in addition to their other duties such as checking, registering, filing or distributing documents.

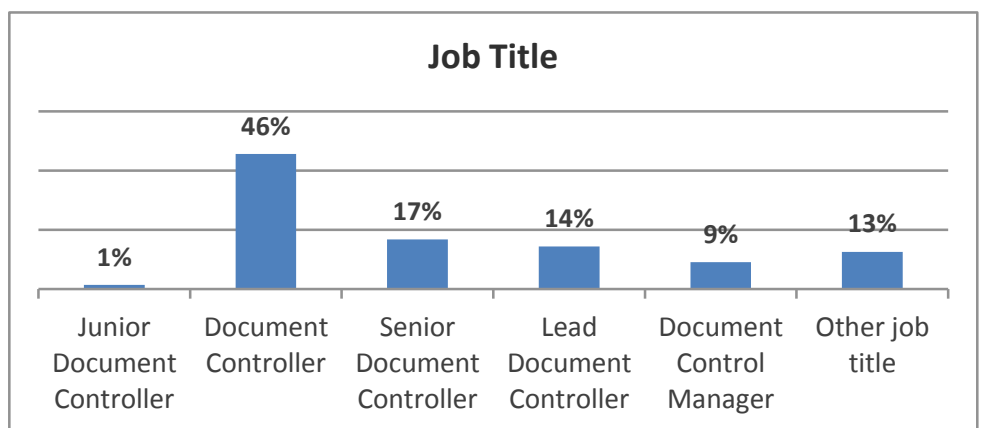
Working in Offices or on Site?

Another interesting aspect that emerged from our last survey was that 77% of Document Controllers work in offices, as opposed to 33% who actually work on site (e.g. construction sites, or operating plants).

Job Titles

46% of professionals work with the “Document Controller” job title, whereas 40% have more advanced titles, such as “Senior Document Controller”, “Lead Document Controller” or even “Document Control Manager”.

Participants of our last survey also indicated that, for 48% of them, they had a team (even a small one) to manage or lead.



Source:

These data are an extract from the “2015 Salary Survey for Document Control Professionals - complete report” published in March 2015. [Complete the 2016 survey and receive a free copy of the new report.](#)



Portrait of a Document Controller

Julie is our Lead Lecturer and is the most recognisable face of the Document Control world. With her dedication and professionalism, she travels around the world to proudly uphold the Document Control values that ConsepSys represent.

Meet **Julie**.



Julie Tchao is the co-founder of ConsepSys and the Lead Lecturer for Document Control courses

Julie Tchao

Can you tell us a bit about you?

I am the co-founder of ConsepSys and all my career has been spent in Document Control.

I am a passionate Document Controller. I could even say that I was born a Document Controller. When I was 8 years-old, I started a library and a loan system for my books. Each book had an index card, and was organised by theme and author!

I have a Masters degree in Management of Business Documentation. I have worked in various companies and industries (including Oil and Gas, Pharmaceutical, Agribusiness, Nuclear, Construction). I had responsibilities early in my career, probably because I am not afraid of challenges and because I have always been very proactive.

Outside of work, I like reading; I am a movie-enthusiast and I have just started playing the ukulele.

What is your role within ConsepSys?

I am the Lead Lecturer with ConsepSys, which means that I travel around the world to deliver both training courses and certification examinations to Document Control professionals.

I am also the Document Control Manager for ConsepSys. I oversee Document Control consultancy teams on projects where ConsepSys is involved – mostly system implementation or audit services.

What do you like about your job?

By essence, my job is very varied, which suits me well as I like stimulation and new challenges.

I particularly like meeting Document Controllers from around the world, discussing their practices and issues, and helping them progress their career to the next level.

I am especially thrilled when course participants write to inform us that they have been promoted or that they have found a new job thanks to our courses or certification. I also really enjoy watching course participants gain a renewed confidence in their practices after they attend one of our courses.

You travel a lot and you meet a lot of people. Do you have any interesting anecdotes to tell us?

A few years ago in Qatar, a few course participants were expatriates and they could see their families only once or twice a year. During a lunch break, one of the gentlemen found an injured bird outside of the restaurant. The bird was beautiful and colourful and he decided to keep it as a gift for his daughter, who lived in the Philippines. He put it in a shoe box to keep it safe until the end of the day. However, this happened right before the certification examination session; for the first twenty minutes of the examination, we could all hear the bird flapping its wings and tweeting. We had to 'store' the bird outside to maintain the examination room in quiet conditions. Bird and owner were happily reunited at the end of the examination. As a secondary anecdote, we actually owe some of the photographs used in this newsletter to this gentleman. This is one of my fondest anecdotes.

What advice would you give to Document Control professionals who wish to advance their career?

Be proactive. Do not just wait for someone to come and ask you to do something. You have to take initiatives. For example, you can conduct a gap analysis on your company's Document Control system (procedures, resources, software etc) to determine where it currently stands and where it should be. Thereafter, you can propose a strategy to fill the identified gaps, in a view to improve efficiency, productivity and to consequently save money for your company.

Continually learning and improving your knowledge is very important too. There is no shame in not knowing something, as long as you ask questions, do some research and integrate immediately what you have learnt. This is a powerful way to progress and improve your skills. Finally, formally managing your competences will raise your profile, as we explain in our new DCA course.

New in 2016

Advanced Document Controller Course (DCA)

In 2016, on popular demand, we are launching an exciting new course: DCA – Advanced Document Controller Course.

This hands-on course prepares to perform advanced, non-routine Document Control tasks, through a balanced combination of lectures, workshops, tutorials and peer-review sessions.

Participants will learn how to better start and finish a project, issue useful reports and statistics on the status of documents, implement and measure meaningful Key Performance Indicators, write fool-proof procedures, raise awareness about Document Control, and formally manage their professional competencies.

By the end of this course, participants will be able to:

- Develop a structured approach to understanding their manager’s needs and to ensure that they meet them
- Be more proficient in non-routine Document Control tasks and activities
- Add more value to their teams / departments
- Contribute more effectively to the success of their organisation
- Manage their competencies

Find out more on our DCA course



What makes us different

We are the world leading provider of Document Control Courses.

Our courses are based on the ISO 9001 international standard. We cover the core competency aspect of the profession – not the use of software.

Our training courses are developed by qualified professionals from the following backgrounds:

- Document Control
- Engineering
- Project Management
- Business Management and Quality



For this reason, our courses and our training programme provide more breadth, depth, rigour, insight and a wider perspective on the nature, the mission and the challenges of our profession.

We take pride in the central and active role that we play in spreading, comparing, collecting and exchanging the very best Document Control practices around the world.

We promote a responsible Document Control approach, attitude and philosophy, which carefully takes into account safety, business, project, engineering and quality considerations.

Did you know? Consepsys was born in 2010 out of the vision of two French professionals from the Oil and Gas industry:

Name	Luis Heng	Julie Tchao
Background in 2010	Project Manager and Process Engineer	Document Control Manager
Qualifications (current)	Honours Degree in Chemical Engineering. Chartered Engineer (UK). Fellow Member of the Institution of Chemical Engineers (highest grade).	Masters degree in Management of Business Documentation. Lead Quality Auditor - Chartered Quality Institute (UK).
Linkedin profile	http://bit.ly/1POLjPy	http://bit.ly/1K40Uo

FOLLOW CONSEPSYS ON:



On Facebook:
ConsepsysInformationManagement



On LinkedIn:
consepsys-information-management

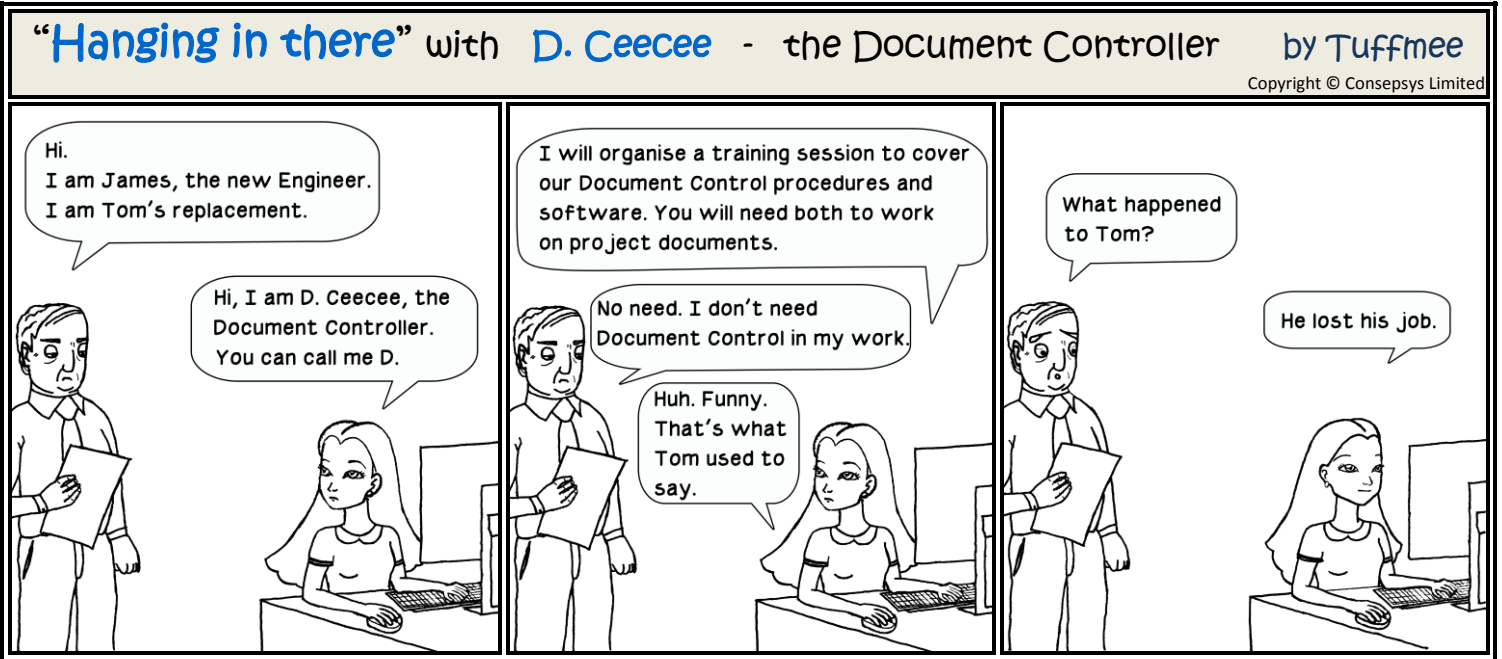


On Twitter:
@consepsys_im

New "Hanging in there" comics strip series

In this special issue of the Document Control Tribune, we are launching our new comics strip series. We hope that you enjoy it!

Credits
 Graphical concept: MSHR
 Scenario & Design:
 Tuffmee & Nwash



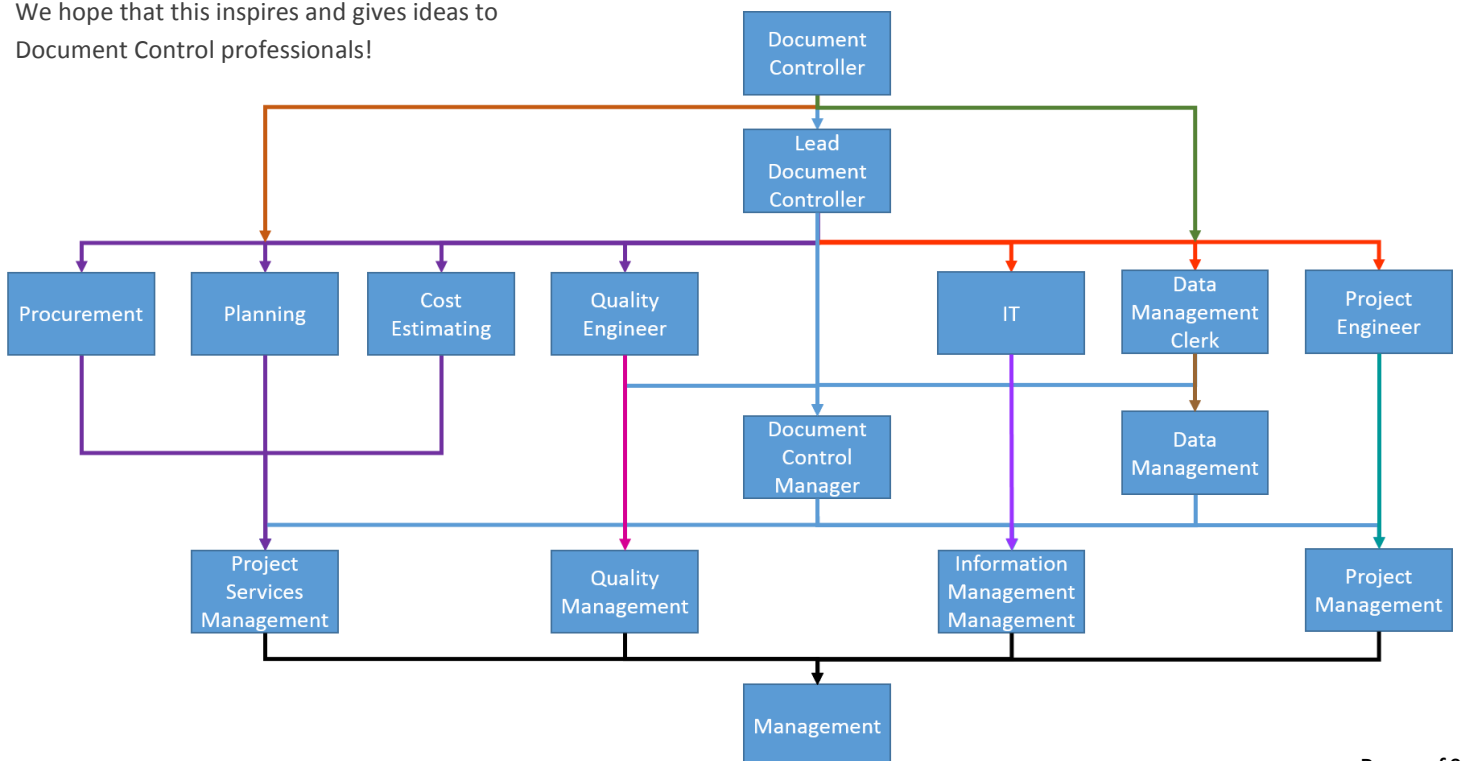
Follow [D. Ceecee](#) on and on

Career Paths for Document Control Professionals

Along the years, we have met many Document Control Professionals, who have had different career paths, either progressing purely in the Document Control area (e.g. Lead Document Controller, Document Control Manager) or developing into related disciplines such as procurement, planning, data management etc.

We have mapped below the most typical career paths that we have observed.

We hope that this inspires and gives ideas to Document Control professionals!



Join the Conespsys Document Control Community



Give your career the best chances and join the largest community of Document Control professionals in the world.

Join our training programme and ensure that your competences and skills compare with those of your peers.

Be part of the Document Control success story.

In 2016, we are launching sessions in **new** locations:

- Europe - Amsterdam (Netherlands)
- Oceania – Brisbane (Australia)
- America - Houston (USA)
- Middle East - Muscat (Oman).

And you can still join us as usual in: London, Aberdeen, Singapore, Kuala Lumpur, Perth and Dubai

**Register on one of
our courses now**



THE DOCUMENT CONTROL TRIBUNE

Issue no. 7 – December 2015 “5-year anniversary special issue”

PUBLISHER

Conespsys Limited

214 Union Street AB10 1TL Aberdeen – United Kingdom

www.conespsys.com

ARTICLE SUBMISSION

Email: dctribune@conespsys.com

ADVERTISING SALES

Email: dctribune@conespsys.com

NEWSLETTER SUBSCRIPTIONS

Email: dctribune@conespsys.com

Online: www.conespsys.com/publications/newsletter/



Conespsys

The Document Control Professionals

www.conespsys.com

