

QMSG | ISO 9001:2026 SME Implementation Toolkit

CHANGE PLAN & REVIEW RECORD

One record for one planned change to the quality management system — thought through before it is made, and checked afterwards to see whether it actually worked.

Document No.	Title	Revision	Effective Date	Process Owner	Approved By
QMSG-FRM-19	Change Plan & Review Record	00	12-10-2026	Person responsible for the QMS	Authorised approver

Use one form for one planned change to the quality management system, following the Operational Control Procedure (QMSG-PRC-04), Section 6.8. Not every change needs this form. Use it when the change alters how the system works — a process, a responsibility, a site, a control, or a piece of software the work depends on — and not for routine operational adjustments, which are handled under QMSG-PRC-04 Section 6.7 on the Job Routing Form (QMSG-FRM-01). Sections A to C are completed before the change is made, Sections D and E after it. A change that genuinely could not wait is still recorded here, as soon as practicable afterwards. Where the change creates or alters a controlled document, the document itself is changed under the Document Control Procedure (QMSG-PRC-01): this form plans the change, PRC-01 controls the paperwork.

SECTION A — THE CHANGE (complete before the change is made)

Change reference / ID	Date raised

Raised by (role)	Person co-ordinating the change (role)

Planned implementation date or period	Part(s) of the business affected

What kind of change is this? Tick whatever applies — this list is a prompt, not a rule, and a change that fits none of it can still belong here.

☐ New or substantially changed process	☐ Change of responsibilities or authorities
☐ New or changed software or IT the work depends on	☐ New or changed control, check or criterion
☐ New site, premises or place of work	☐ Arising from an audit finding or a nonconformity
☐ Significant equipment or method change	☐ Arising from a Management Review decision
☐ New or changed product, service or customer requirement	☐ Other — describe below

What is changing — describe it plainly, as you would to someone who has to carry it out:

SECTION B — THINK IT THROUGH BEFORE YOU START (the seven questions from QMSG-PRC-04, Section 6.8)

Two or three lines each is usually enough. Where a question genuinely does not apply, write "not applicable" and say why in a few words — do not leave it blank, because a blank looks like something you forgot.

B1 Purpose and consequences — what is the change for, and what could it lead to, including consequences you do not intend?

B2 Effect on the quality management system — which processes, documents, records, controls and hand-overs does it touch, and how will the system keep working while the change is made?

B3 Resources and information — what does the change need (people, time, money, equipment, training, data, access), and is it actually available?

B4 Responsibilities and authorities — who does what, who decides, and what moves while the change is made.

Who is responsible for making the change happen (role)	Who has the authority to approve it (role)

--

Responsibilities or authorities that move or change — during the change and after it — and who covers the work in the meantime:

B5 Communication — who has to be told. Include anyone outside the business the change affects: a customer, an external provider, a certification body or a regulator, where relevant.

Who has to be told	By whom	When

B6 How you will know whether it worked. Pick something you can actually see or count — a measure you already have is better than a new one.

What will be monitored or measured after the change	What result would tell you it worked (the target or the evidence you expect)

--

B7 Review of results — fix the date now, while you are still thinking about it.

When the results of the change will be reviewed (date or trigger)	Who will review them (role)

SECTION C — APPROVAL TO PROCEED

The change is not started until it is approved. In a small business this may be the owner — what matters is that the person approving it has the authority to do so, and that the decision is dated.

Decision: ☐ Approved ☐ Approved with conditions (state below) ☐ Not approved — reason below

Conditions or reason for the decision:

Approved by (name)	Role
Signature	Date approved

SECTION D — IMPLEMENTATION (complete as the change is carried out)

Date the change was implemented	Implemented by (role)

Was the change carried out as planned? ☐ Yes ☐ No — explain below

Were the people and parties listed at B5 actually told? ☐ Yes ☐ Partly ☐ No

Did the change create, amend or withdraw a controlled document? ☐ Yes ☐ No

If Yes, create, amend or withdraw the affected controlled document in accordance with the Document Control Procedure (QMSG-PRC-01). Do not change a controlled document on this form.

Anything that differed from the plan, and what was done about it:

SECTION E — REVIEW OF RESULTS (complete at the review date set at B7)

Making a change is not the same as the change working. This section is the evidence an auditor will ask for, and the one most often missing.

Review date	Reviewed by (role)

What actually happened — measured against what you said at B6 would tell you it worked:

Did the change achieve what it was intended to achieve? ☐ Yes ☐ Partly ☐ No
--

Any unintended consequence — good or bad — and what was done about it:

An unintended consequence that made something worse is a risk, and one that made something better is an opportunity: record either in the Risk & Opportunity Register (QMSG-REG-07). Where the change caused a nonconformity, handle it under the Nonconformity & Corrective Action Procedure (QMSG-PRC-09).

Further action required — describe it here, or record the reference of the action raised elsewhere:

Results reported at Management Review (QMSG-PRC-10)?	☐ Yes, on:	☐ Not yet
--	-----------------------------------	----------------------------------

Change closed?	☐ Yes ☐ No — remains open
----------------	---

This completed form is a record and is retained and controlled in accordance with the Records Control Procedure (QMSG-PRC-02) and the Records Retention Register (QMSG-REG-01).