



Good Documentation Practices SOP

1. Purpose

This SOP defines Good Documentation Practices (GDocP) to ensure that all records generated by SIR LANCELLOT LOGISTICS are accurate, legible, traceable, reliable, and compliant with GDP and data integrity (ALCOA+) principles.

2. Scope

This SOP is applicable to all departments and personnel involved in creating, reviewing, approving, or maintaining paper-based and electronic records throughout the organization.

3. Policy

3.1 Responsibility

All employees, including Dispatch Staff, Drivers, Managers, and Quality Control personnel, are responsible for adhering to this SOP when creating or completing records.

The Operations Manager, Department Managers, and Quality Control are accountable for:

- Implementing this SOP
- Ensuring personnel are trained prior to performing documentation activities
- Monitoring compliance and addressing documentation deficiencies

3.2 Procedure

Entry Tools and Colors

- All handwritten entries shall be made using a ballpoint pen in either blue or black ink.
- Entries must be clear, legible, and permanent.
- The use of pencil, erasable ink, markers, or correction fluid is strictly prohibited.

Legibility and Visibility

- All entries must be clear, visible, readable, and understandable to someone not involved in the activity.
- Illegible entries are considered incomplete records and must be corrected in accordance with this SOP.



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Real-Time Data Recording

- All data must be recorded contemporaneously; at the time the activity is performed.
- Backdating, forward dating, or pre-signing documents is strictly prohibited.

Signatures and Dates

- All relevant records must be signed and dated by the individual performing the activity.
- Signatures must be legible or accompanied by printed name or initials.
- Dates must be recorded using a consistent format (MM/DD/YYYY unless otherwise specified).

Attributable Entries

- Each entry must clearly identify who performed the activity.
- Shared, anonymous, or proxy entries are not permitted.

Corrections

- Errors must be corrected by drawing a single line through the incorrect entry, so the original data remains legible.
- The corrected entry must be entered nearby, initialed, dated, and include a brief reason for the correction (e.g., "TY" for typographical error).
- Correction fluid, erasing, overwriting, or obscuring original entries is strictly prohibited.

Prohibitions

- Overwriting, erasing, removing pages, or obscuring original data is strictly prohibited.
- Altering records after completion without proper correction documentation is not permitted.

Additional Documentation

- Handwritten information added to pre-printed or electronic documents must be legible, signed, and dated.
- All printouts attached to records must be verified, signed, and dated to confirm accuracy and relevance.
- Loose pieces of paper, scrap paper, personal notebooks, unofficial logs, or temporary notes must not be used to record GDP-related information.



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- Post-it notes, sticky notes, removable labels, or other temporary media are strictly prohibited, as they may detach or be lost, resulting in incomplete records.
- If temporary notes are taken for operational purposes, the information must be transcribed immediately into an approved record or authorized electronic system, and the temporary note must be destroyed once transcription is complete.
- All data must be recorded directly into approved forms or authorized electronic systems only.

Columns and Entries

- All required fields and columns must be completed.
- Blank fields are not permitted.
- If a field does not apply, it must be marked “NA” or “N/A.”
- Unused rows or sections must be lined through, initialed, and dated where applicable.

Responsibility for Document Entries

- Records must be completed by the individual responsible for performing the activity defined in the applicable SOP.
- Entries must not be completed on behalf of another individual.

Page Changes and Reissues

- If pages require replacement, the revised page must be clearly identified as “DUPLICATE.”
- The original page must be retained and referenced to maintain traceability.

SOPs, Forms, and Checklists

- Only current, approved versions of SOPs, forms, and checklists may be used.
- All executed SOPs, forms, and checklists must include legible signatures and dates.
- Obsolete or superseded documents must not be used and shall be managed per Document Control procedures.

Electronic Records

- Electronic records must be attributable to a unique user ID.
- User IDs and passwords must not be shared.



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- Electronic entries must be made contemporaneously and are subject to system audit trails where available.
- Electronic corrections must follow system controls and must not overwrite original data.

Review and Verification

- Completed records must be reviewed for completeness, accuracy, and legibility by a designated reviewer.
- Reviews must be documented with signature and date or electronic approval.
- Documentation deficiencies must be corrected in accordance with this SOP and escalated to Quality if recurring.

Record Retention and Availability

- Records must be stored in a manner that protects them from damage, loss, or unauthorized access.
- Records must remain readily retrievable for audits, investigations, or regulatory review.
- Retention and disposal of records shall follow the organization's Record Retention SOP.

4 Definitions

Good Documentation Practice (GDocP)

Good Documentation Practice (GDocP) refers to the standards and controls applied to the creation, modification, review, storage, and retention of records to ensure data integrity, traceability, and reliability throughout the document lifecycle.

ALCOA Principles

All documentation generated at SIR LANCELLOT LOGISTICS shall comply with the ALCOA data integrity principles:

- **Attributable** – It is clear who performed the action, who recorded the data, and when the activity occurred.
- **Legible** – All records are readable, permanent, and understandable for the full record retention period.
- **Contemporaneous** – Data is recorded at the time the activity is performed.
- **Original** – Records are the first capture of information or a verified true copy.



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- **Accurate** – Data is correct, complete, truthful, and reflects the actual activity performed.

ALCOA+ Principles

In addition to ALCOA, the following enhanced principles apply:



- **Complete** – All data, including repeat entries, corrections, and aborted activities, are recorded and retained.
- **Consistent** – Records are created in chronological order and follow approved formats and procedures.
- **Enduring** – Records are maintained in a durable medium that preserves their integrity throughout the required retention period.
- **Available** – Records are readily accessible for review, audit, and inspection.



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REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation			
1.1	Company Name and Logo Updated	19 JUN 2024		
1.2	Entry tools and colors amended for acceptable colors	28 AUG 2025		
2.0	Complete revision of SOP. Updated structure, clarified responsibilities, aligned documentation practices with GDocP and ALCOA+ principles. Supersedes all previous versions.	04 MAR 2026	DocuSigned by:  C34D253392F940F... 3/4/2026	Signed by:  213BC8E41A9D48A... 3/4/2026

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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/4/2026 8:12:08 AM
Certified Delivered	Security Checked	3/4/2026 1:33:30 PM
Signing Complete	Security Checked	3/4/2026 1:58:26 PM
Completed	Security Checked	3/4/2026 1:58:26 PM

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