Request and approval process

Change Manager

Receives notification of change from Manager (via requesting body e.g. SACBC, Executive, Strategic Team etc) → Raises Change Control record to manage actions → Clarifies details with requesting body and fills in request form. Submits request form to SACBC

— Needs revisions → Updates form and re-submits to SACBC — Approved → Submits request form to IT systems support

— Approved (loop back to Submits request form to IT systems support)

SACBC

Reviews request form → Approved ? — yes → Sends completed form back to change manager

Needs revisions (back to Updates form and re-submits to SACBC)

Approved ? — no → Informs change manager and requesting body of rejection

IT Systems support

Receives notification of component code request → Obtains any additional required information → Passes request to SACIT

SACIT

Receives request for new component code → Allocates new component code → Informs Blood Service of new component code
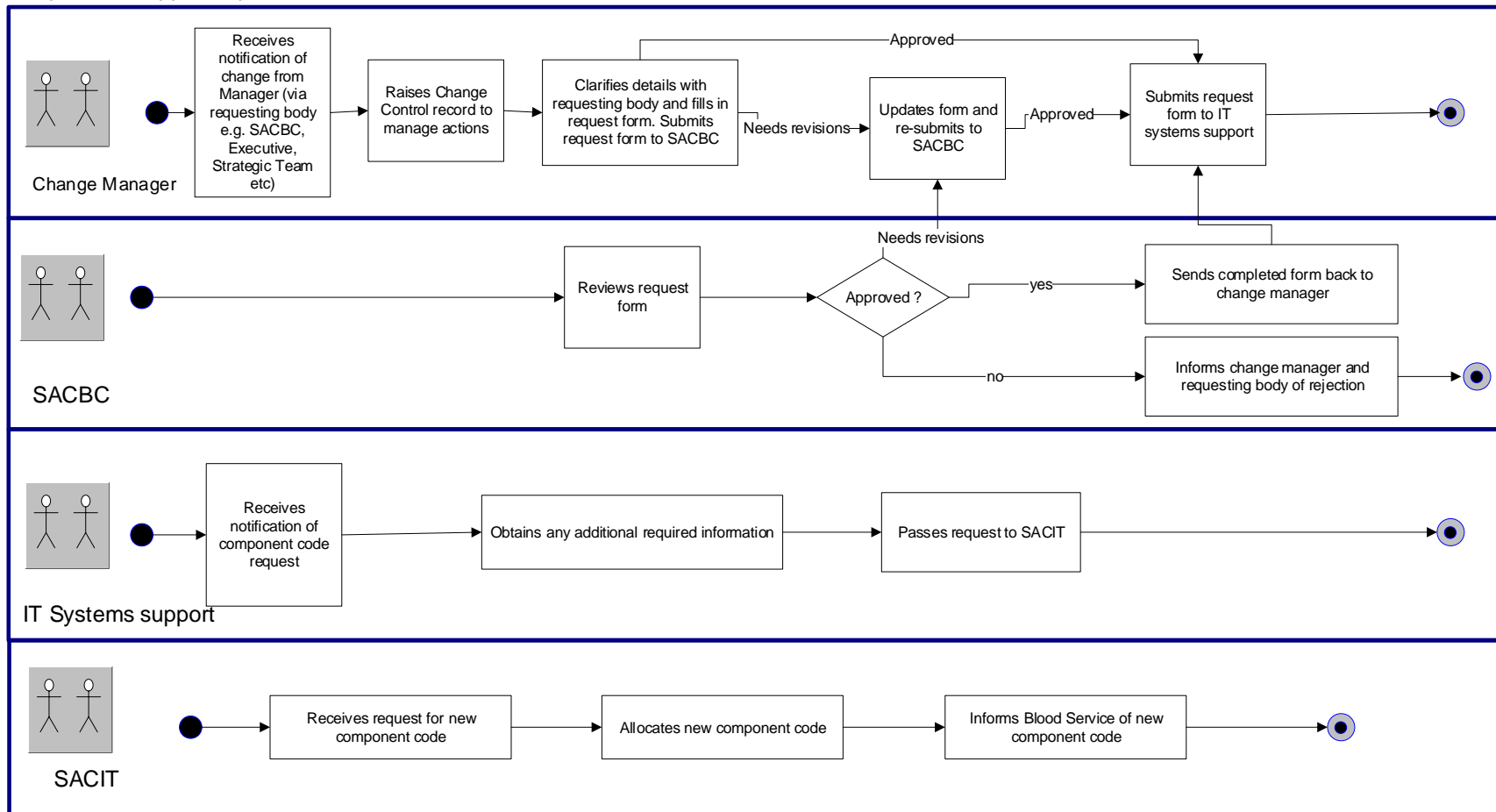
Component creation, qualification and final approval (actions captured in line with with local change control procedures)

IT systems support

Receives notification of new component code from SACIT → Sends information to change manager → Awaits further information from Change Manager (e.g. next steps, timescales for work plan etc) → ●

Change manager

Receives information from IT systems support →

Completes qualification activities using new component codes → Qualification outcome approved?

- No → Removes internal functionality to manufacture the component → Notifies SACBC, SACIT and component strategy groups of outcome → ●
- Yes → Notifies SACBC, SACIT and component strategy groups of the outcome → Requests approval via SACBC for routine use of the component →

Change manager and IT systems support

Completes internal Blood service documentation relating to new component code (e.g.Component creation forms) → Sets up new component barcodes on IT 'test' system → Change Manager informs SACBC of any required changes to labelling (due to limited space on label etc) → Change Manager obtains SACBC approval for any required changes to labelling → Tests component codes on 'test' system → On satisfactory results, IT systems and support uploads new codes onto 'live' system

SACBC

Receives notification of outcome of qualification activities → Reviews data and considers request for approval for routine use of components and inclusion in Red Book (may involve communications with internal component strategy groups etc) → Liaises with JPAC regarding recommended way forward → Informs change manager of the outcome → ●

Change Manager (on approval by SACBC)

Receives approval from SACBC → Arranges for production of component barcodes for issue to customers → Provides details for inclusion in Red Book, Component portfolio, controlled document library, online blood ordering systems etc → Informs Finance department of new component → ●