Administrative Change Management

VERSION	DATE	APPROVED BY	SUMMARY OF CHANGES
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Table of contents

1 Introduction

The purpose of this document is to set out Smith Brothers Pipe documents change management process. The objective of this process is to ensure that changes to the company's quality management systems are carried out in a defined manner.

A change request may arise for many reasons, including the following:

- Changes to management system documentation
- Realignment of the management systems with the company's strategic direction
- Corrective actions or workarounds associated with an incident or problem
- New functionality
- New or changed statutory regulations and practice compliance

All change requests must be documented. Depending on the nature of the change, the request is submitted to next level management (NLM) for approval. In either case, an evaluation of the current and potential impact of the change on any other of the company's governance documents.

After assessment, if the change is deemed acceptable it will be authorized by the Smith Brothers Pipe Quality Management team. Once implemented the change will be reviewed and subject to the findings of the review, closed.

2 Categories of Change

Changes are categorized as:

- Standard
- Normal
- Emergency
- Major

This process addresses normal, emergency, and major changes. Standard changes are low-risk, pre-approved changes and so do not need to follow the full review and approval process; however, they are still recorded, and their final disposition documented.

Each category requires different processing as follows:

Normal Changes

These are "business as usual" changes which are expected to make up most of the change requests that are recorded and handled through the change management process as described in this document. Normal changes are prioritized in order that resources can be allocated in as efficient a manner as possible.

Emergency Changes

While all changes likely to be required should be foreseen and planned, there will be occasions when business requirements demand that changes be made in an emergency. Such changes are those requests which impact internal or external 'live' systems and require attention to resolve (or prevent) a high priority service disruption. In such cases a change request must be raised immediately - even if the full change details are not available and given to management.

As much as possible, the activities of the normal change management process should be adhered to. However, given the speed at which an emergency change must be made, input regarding the appropriateness of the proposed change and its impact on other business processes and potential consequences should be solicited from available stakeholders and subject matter experts to support or improve the proposed change prior to its execution.

Following the completion of the change, the change request record should be completed to ensure that records are maintained accurately, and the success or failure of the change can be reviewed.

Major Changes

Major changes if accepted by management will be treated as projects with their own business case, project team and budget.

Process Narrative

The following steps are carried out in the change management process.

Step	Role	Description
Raise change request	Change Initiator	Create a change record detailing all the required information
Classify and review Change Requests (CRs) for completeness	Quality Manager	The change request needs to be checked that all the required information has been entered. The change should be referred or rejected if it is: 1. Totally impractical 2. Change request is a duplicate 3. Incomplete
Amend CR	Change Initiator	Provide addition information if asked
Classify and Assess CR	Management	Assess whether the change request is Major, Normal or an Emergency
Assess a Normal change request for	Management	The implications of the proposed change are assessed from a business and a technical point of view. This should include the timing and

Step	Role	Description
technical and business risk		impact on information security, capacity, service continuity plans and release management, among other areas
Assess an Emergency change request for technical and business risk	Most senior manager available	Change assessment is expedited seeking input from stakeholders and subject matter experts
Approve, reject, or refer the change request	Most senior manager available	Approve if OK, reject if not. Refer back to change initiator if more information required
Schedule Change	Management	Business management for non-IT changes management informs the change initiator of the result of the review activity
Prepare and Test Change	Person assigned to make the change	Plan the mechanics of the change and test it where appropriate
Implement Change	Person assigned to make the change	Make the change on the date and time scheduled. Test to ensure it has worked successfully
Back-Out Change	Person assigned to make the change	Remove the change if unsuccessful and inform Service Desk to update change request record.
Report Success	Person assigned to make the change	Inform management and staff that the change was implemented successfully
Review Change	Person assigned to make the change	Review the change records to ensure that no related incidents or problems have arisen since the change was made
Close Change as successful	Management	Close the change record with a status of successful
Close Change as Unsuccessful	Management	Close the change record with a status of unsuccessful

Table 1 - Change management process narrative