WORKING MATERIAL 2.8 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE · SETTING: KILKENNY, IRELAND

Documented Information: One Folder and One Directory on the Computer

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 2.8 (book page 299)

> **GUIDING QUESTION**
> *If someone other than you had to find, in your office tomorrow, the valid emergency plan, the last service report for the boiler and the guest records from the summer before last, how long would it take? And what in your binders should have left the building long ago?*

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
You need a management-system manual	No	The common text knows none; ISO 9001 has required none since 2015	
Documents must be on paper	No	Format and media are the property's choice (7.5.2)	
Scanning everything means documents are controlled	Only partially true	Availability, protection, access, retention and disposition are required (7.5.3)	
Keeping everything is always right	Only partially true	Retention and disposition are part of control (7.5.3); law sets limits	
Every task needs a written instruction	No	Only what the standard requires and what the property deems necessary (7.5.1)	
Houses this small need no documents	No	The note to 7.5.1 allows less, not none	
Disposal belongs to document control	Yes	Retention and disposition are named in 7.5.3	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Keeping everything and finding little, so that knowledge stays in the owner's head.

☐ Letting several versions circulate, with the oldest where most people read it.

☐ Scanning instead of ordering, so that the disorder moves onto the computer.

☐ Keeping evidence without end, including personal data.

☐ Leaving working notes on the fridge uncontrolled.

☐ Treating instructions and evidence alike, so that evidence is altered and instructions age.

☐ Writing a manual because one believes it is required.

☐ Keeping guests' health information beside the dish list, visible to everyone.

3 · A Checklist for the Folder and the Directory

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Do the folder and the computer share the same structure?	One searches in the same place in both	
Does every instruction exist in one valid version with date and initials?	Identification and approval are required (7.5.2)	
Could someone other than the owner find the valid emergency plan in five minutes?	Information must be available where and when needed (7.5.3)	
Are guest data protected from others' access and backed up?	Protection is part of control (7.5.3)	
Is there a retention sheet saying how long each kind of evidence stays?	Retention and disposition are required (7.5.3)	
Is expired evidence actually deleted or destroyed?	Keeping personal data without end is a failure, not care	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Is there one table of contents for the folder, the same on paper and on the computer (7.5.1)?	The folder's first page; the computer directory	☐
Does every instruction carry a date, initials and an approval signature (7.5.2)?	The foot of every instruction	☐
Has only one valid version of each instruction survived, with the old ones destroyed?	The places of use: corridor, rooms, kitchen	☐
Are guest data held in one place behind a separate login, with a backup kept off site (7.5.3)?	The office computer; the backup log	☐
Is there a retention sheet, with periods set with competent local advice (7.5.3)?	The retention sheet in its register	☐
Are documents of external origin identified and dated on receipt (7.5.3)?	The register for service reports and permits	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*