An informal review process was conducted in advance of the CMS Work Order process to ensure that an agreed document was presented for final approval. Evidence of such a review was retained by the document producer in consultation with the Functional Head. eB Transmittal emails were sent to the specific reviewers who had different roles in the review process (ie Submitter, Reviewer, Functional Head Approver etc).

In this process people at the different activity stages (T-01 to T-06) as shown in the figure below would be sent eB transmittal emails which they would need to ‘Accept’ and ‘Complete’ on their ‘Work Order Task’ to a defined timescale. This was captured in the eB data and could be used as evidence of document review. See the below figure which shows a screenprint of a typical CMS ‘Work Order’, in this case the CMS Manual and associated documents.

![Work Order Process](image.png)

**Figure 1 – Work Order Process**

A key part of this process was having two CMS Quality Checks built into the review cycle. The first was the initial Quality Check (CMS Reviewer stage – see above) looking at format and content. The second stage (CMS QA stage – see above) was for checking the metadata was complete before final approval and issue. This included checking details such as the document ‘approval status’, ‘document relationship’ or ‘CMS structure’ etc was correct.