

# Quality Procedure

Communication

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Employees and contractors are kept informed of matters relating to their work and welfare by the [Quality Manager](#), [Health & Safety Representatives](#), [Supervisors](#) and [Managers](#). Issues that are communicated include the following:

1. Communication of our policies, risk assessments and controls to employees, contractors and visitors;
2. Consultation with employees on the processes and procedures to manage risk;
3. Consultation with employees on the introduction of changes that affect the workplace;
4. Communication of performance to employees.

Where information for dissemination becomes available to the [Line Manager](#), it is communicated to employees at the next available team briefing or meeting. Where employees have a particular requirement for improving their quality awareness due to the nature of their activities, suitable workshops are organized. Internal communication occurs on an on-going basis and is achieved through various mechanisms that include, but are not limited to:

1. Team meetings and briefings;
2. Training sessions;
3. Display boards;
4. Computer network/intranet/e-mail;
5. Corrective actions;
6. Internal memorandums/letters;
7. Minutes of meetings;
8. The corporate policies and objectives are documented in the integrated system manual;
9. The corporate policies are internally communicated via display boards and training sessions;
10. Integrated system procedures are controlled documents;
11. Current versions of procedures are communicated to personnel via the controlled distribution list;
12. The quality system procedures are communicated through internal training sessions.

[Employees](#) are required to communicate issues affecting their work and communicate the performance of the quality management system to their [Line Manager](#).

### 1.4.2 Communication Matrix

The scope of this procedure describes [your organization's](#) approach towards internal and external communication that considers:

1. What is to be communicated e.g., policy, objectives, quality management system requirements, processes, organization performance, customer satisfaction, changes etc.;
2. When to communicate e.g., frequency, importance, significance, scheduled, ad-hoc, shift coverage;
3. Who to communicate with e.g., relevant interested parties:
  - a. External (customers, regulators, stakeholders, agencies, local community, investors, external providers, media);
  - b. Internal (employees, employee representatives, contractors);
4. How communication occurs e.g., meetings, briefings, notices, e-mails, telephone, text, intranet, internet, directives, visual management, campaigns, social media, alerts, bulletins, webinars, press release, newsletters;

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Double click [here](#) to insert your organization's name or logo.

5. Who undertakes the communication: managers, supervisors, team leaders, team members, employee representatives, corporate communication, public relations, marketing, external providers?

What	When	With	How	Who
Quality policy	After release/review	Employees	Bulletin boards and displays	Top management
Quality policy	After release/review	Interested parties	Email/website	Top management
Quality objectives	After release/review	Employees	Controlled hard copies are hared, meetings	Top management
Problem solving status	After receipt of Customer complaint	Customer	Email/Telephone	Quality
Contingency situation	Whenever any Contingency occurs	Customer	Email/Telephone	Quality & Marketing
Development project status	On frequency as decided with customer	Customer	Email/Telephone	Quality & Marketing
Responsibilities and authorities	After preparation and review	Employees	Controlled hard copies are hared	Human Resources
Monitoring performance of external providers	During supplier Selection (Evaluation)	External provider	Meeting, email or telephone, purchase orders	Purchasing & Quality
Information relating to products and services	During supplier Selection (Evaluation)	External provider	Meeting, email or telephone, purchase orders	Quality
Handling enquiries	After receipt of enquiries from customer	Customer	Email/Telephone	Marketing
Contracts or orders	During part development	Customer	Email/Telephone	Marketing
Obtaining customer feedback relating to products/services,	On decided frequency	Customer	Email/Telephone	Quality
Handling or controlling customer property	During receipt, maintenance, or when problems occur	Customer	Email/Telephone	Operations

## 1.4.3 Performance

The **Quality Manager** has the overall responsibility for ensuring that information and data about performance and the effectiveness of the quality management system is reported to **Top management**. This includes the distribution of all applicable documents, reports and records to appropriate functions.

1. Performance of integrated management system is reported via audit reports;

2. Communicate progress towards QMS objectives and targets;
3. Report relevant QMS performance information;
4. Audit reports are presented at management review meetings.

### 1.4.4 Statutory Requirements

Communications concerning changes in our compliance obligations may be in the form of an email, link or article provided on the intranet, dissemination through working groups, or articles in the company newsletter or other internal publications.

Awareness of and compliance with legislation and other requirements is evaluated by the [Quality Manager](#) in one or more of the following ways:

1. Internal compliance audits;
2. Document and/or records review;
3. Facility inspections/tours;
4. Staff appraisals and meeting;
5. Management Review.

Participation arrangements take account of any legal and other requirements that require our organization to take such measures.

### 1.4.5 Visitors

[Your organization](#) communicates health and safety requirements with visitors and contractors attending our sites. Visitors to the site receive health and safety information relating to the site rules and procedures during signing in procedures. In addition, contractors will be required to go through a contractor's induction. External personnel and visitors to the work place are briefed on the following aspects:

1. Entry procedures and controls;
2. Establish their knowledge and capabilities prior to permitting the use of equipment;
3. Provision of advice, training as necessary;
4. Warning signage/administrative controls/PPE;
5. Methods for monitoring and supervising their activities.

### 1.4.6 Employees

To ensure continual improvement and long-term success, training and communication are essential. [Your organization](#) communicates with employees via notice boards, internal memos, meetings, intranet, team briefings and letters). [Your organization](#) encourages dialogue by:

1. Asking employees for their ideas;
2. Ensuring that these ideas are acknowledged and not ignored;
3. Being open, letting employees know that some decisions are not set in stone;
4. Providing feedback both good and bad;
5. Making sure employees understand and adopt QMS procedures through suitable training;
6. Setting up short, but frequent, team meetings.