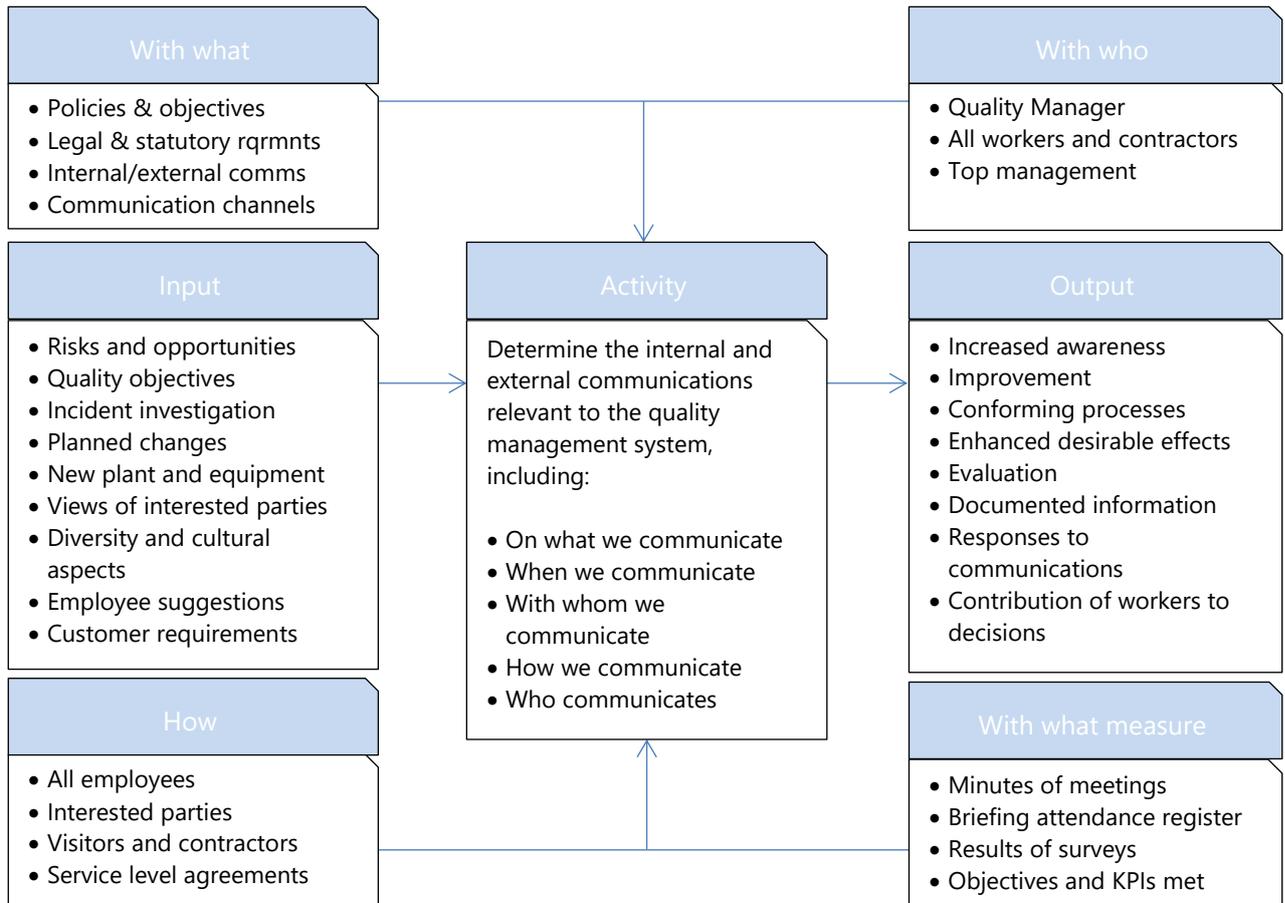


1 Communication

1.1 Introduction & Purpose

The purpose of this procedure is to outline [your organization's](#) guidelines and instructions for managing internal and external communication relating our quality management system. This procedure aims to provide specific requirements for the internal and external communication of quality related issues and the establishment of lines of communication with various parties.

1.1.1 Process Turtle Diagram



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Documented Information	Information (3.8.2) required to be controlled and maintained
Risk	The effect (3.7.9) of uncertainty
Objective Evidence	Data (3.8.1) supporting the existence or verity of something