



## 1. Purpose

The purpose of this procedure is to ensure that effective communication takes place within **Insert Company Name**.

The objective is that management should actively encourage feedback and communication from people as a means of involving the employees in its quality achievements

## 2. Scope

The **scope** of this procedure covers the process for communicating with staff to involve them in the achievement of quality objectives and to ensure that staff is informed of certain information

The **objective** is that management should actively encourage feedback and communication from people as a means of involving the staff in its quality achievements

## 3. References

- ISO 9001:2015 Standard, Clause 7.4

## 4. Associated Documents

- Management Review Meeting Minutes
- Emails
- Client Feedback

## 5. Responsibility

Management has the responsibility, designated authority and accountability to ensure that:

- Effective communication processes are established, implemented and maintained in accordance with the requirements of this procedure.
- Internal communication processes are established, implemented and maintained in terms of the requirements of this procedure. These processes shall include the communication processes of the organisation that conveys important messages, encompassing summaries of critical meetings to all staff.

All Company employees have the responsibility to conduct themselves in a circumspect manner ensuring that the image of the Company is not damaged or discredited in any manner or means.

The Management Quality Representative or designate shall be responsible to ensure that all staff are appropriately informed of agreed information to comply with the Standard and that this procedure is fully implemented.

The Management Quality Representative or designate shall collect feedback and report such to the **Insert Responsible Person**, after the feedback had been analysed for trends, etc.

## 6. Definitions

- None

## 7. Internal Communication

The **Insert Responsible Person** shall clearly define intra and inter communication lines for the organization. These communication lines shall be documented; and communicated to all staff. Adherence shall be maintained unless under exceptional cases.

Specific duties, responsibilities and authorities for all employees are defined in their relevant job descriptions and employment contracts.

Communication to interested parties will depend on the level of interest and the relevance of the communication to be done.

The Management Quality Representative shall implement an effective and efficient process for communicating the quality policy, requirements, objectives and accomplishments.

The Management Quality Representative shall communicate the organization's performance improvement and directly involve employees in the achievement of quality objectives. The Management Quality Representative will actively encourage feedback and communication from the staff as a means of involving them.

Activities for communication within the company includes, for example, but is not limited to:

- Management-led communication in work areas,
- Team briefings and other meetings, such as for recognition of achievement,
- Noticeboards, PC Screen information and posters,
- Electronic media, such as email and websites, and
- Employee suggestion schemes.

A staff member who wishes to address any business matter, at any given time, whether verbally or in writing, shall do so through their relevant manager and the Management Representative, a meeting shall be arranged; for discussion as is appropriate to the need.

Action items arising out of these meetings shall be attended to and their actions communicated to the relevant staff members without undue delay or at the next scheduled meeting.

Electronic communication shall be used to make information more readily available between staff.

Senior staff meetings are called by the **Insert Responsible Person** for discussions which may include:

- announcements of business and organisational changes
- reviews of turnover and business objectives
- noting quality performance and Client satisfaction
- discussing problems requiring corrective action
- safety and security problems
- general business and technical matters.

From these discussions certain information is identified as being important for communication to employees, whilst maintaining discretionary confidence.

What will be Communicated	Frequency of Communication	To Whom	By Whom	Method of Communication
All aspects surrounding the Quality Management System (QMS)	As required, but at a minimum once a year	All Employees	Management Quality Representative/s	Meetings, Training Sessions, Notice Boards
Performance of the Quality Management System (QMS)	As required, but at a minimum once a year	Top Management	Management Quality Representative/s	Quality Management Review Meetings
Quality Policy	As required, but at a minimum once a year	All Employees	Management Quality Representative/s	Meetings, Training Sessions, Notice Boards

## 8. External Communication

**Insert Company Name** shall ensure that there are proper communication channels available to communicate with external parties. These external parties include, but are not limited to the following:

- Suppliers
- Authorities
- Customers, etc.

Communication should be directed in writing, if and when possible, in the forms of:

- Emails
- Formal Letters, or,
- Telephonically with follow up email
- Verbal (Meetings)
- Social Media
- Marketing Collateral (Website, Brochures, banners)

Any external issues relating to payments, service delivery, issues that directly affect the QMS or employees of **Insert Company Name** should be dealt with in a professional and timeous manner.

Any employee that is aware of any of these issues, if and when they arise, should inform Management to ensure that a resolution can be brought forward and that the external party is informed of the issue/matter.

External communication can also be related to positive feedback relating to the party in question.

**Refer to:** Strategic Plan - List of Interested Parties

What will be Communicated	Frequency of Communication	To Whom	By Whom	Method of Communication
Certification Award, information regarding procurement requirements (Requests for information), Non-compliance as well as contractual obligations	As and when required, but once a year at a minimum	Suppliers and Contractors	Insert Responsible Person	E-mails, Telephonic, Meetings
Variations, rectification plans where necessary, client satisfaction/feedback (as and when required)	As and when required and feedback once a year at a minimum	Clients	Insert Responsible Person Management Quality Representative/s	E-mails, telephonic
Declarations, Compliance certificates and documentation etc.	When and if required	Statutory and Regulatory Authorities	Management Quality Representative/s	E-mails, online platforms
Quality Policy	When and if required	All Interested Parties (external)	Management Quality Representative/s	E-mails