	Communication Policy	Issue date: 26-Sep-18 Revised date:26-Sep-19
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Communication Channels

Internal communication occurs on an ongoing basis and is achieved through various mechanisms that include, but are not limited to:

- Team meetings
- Team briefings
- Training sessions
- Display boards
- Computer network /e-mail
- Corrective actions
- Preventive actions
- Internal memorandums/letters
- Minutes of meetings

Communication of Quality Policy & Objectives

- The quality policy and objectives are documented in the quality system manual
- The quality policy is internally communicated via display boards and Induction
- Communication of Quality System Procedures
- Quality system procedures are controlled documents
- Current versions of procedures are communicated to personnel via the controlled document distribution list

Communication of Quality System Performance

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

- Performance of quality management system is reported via audit reports
- Audit reports are presented at management review meetings

Communication Meetings

Formal communication meetings serve an important role in ensuring proper communication between management and the organisation:

- Management conducts quarterly communication meetings for the entire organisation

Management reviews provide the framework for the organization to report on the status of quality-related issues and activities, and for management to formulate policies and directives to change and/or improve the quality system.

- The Quality Management Representative has overall responsibility for coordinating structured communication meetings

Suggestions & Feedback

- Personnel at all levels are encouraged to report problems related to the quality management system and to offer suggestions on how to improve performance
- Employees may communicate these problems or suggestions to their departmental head through suggestion forms or corrective/preventative action requests

Verifying Effectiveness

The effectiveness of internal communication is evaluated on an ongoing basis; through management reviews, employee surveys, audits and informal discussions the effectiveness of the internal communication process may determined by:

- Interviewing employees to determine awareness of policy, objectives and management system performance
- Evaluating non-conformities to determine whether they are linked to poor internal communication
- Evaluating the relevance and dates of displayed information
- Examining the feedback mechanisms within the organization
- Evaluating training and induction programmes within the organisation
- Viewing minutes of meetings containing items of internal communication

Documentation & Records

Minutes and agendas of formal communication/review meetings are prepared by the Quality Management Representative and are distributed to the attendees and any absentees. Other documents associated with the internal communication process are retained and managed

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