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|  | **Prepared By** | **Reviewed by** | **Approved By** |
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| **Position:** |  |  |  |
| **Date:** |  |  |  |
| **Signature:** |  |  |  |

**COMMUNICATION PROCEDURE**

**ISO 9001:2015**

All employees of the organization are allowed to study and apply this document, but any changes to this document must be made by the representative of management.

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| **Revision Number** | **Issue Date:** | **Revision details** |
| 00 | 16/02/2020 | Communication Procedure |
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# Purpose

* The purpose of this procedure is to determine the internal and external communications relevant to the quality management system.

# Scope

The scope of this procedure includes all internal and external communications related to the quality management system, for example, suppliers, customers, and other interested parties.

# Responsibility and Authority

* The management representative is responsible for designing and determining the company's internal and external communication model with the participation of process owners.
* Process owners are responsible for internal and external communications related to the quality management system.

# References

* ISO 9001: 2015
* The organization’s communication requirements

# Definitions

# Procedure

## **General**

In order to ensure the implementation and compliance of the communication process with the requirements, the organization has designed internal and external communication models in which managers of various processes communicate with internal and external stakeholders, and depending on their related tasks and activities exchange information.

The communication diagram designed by this company is based on the turtle diagram, which is as follows:

Due to the diversity of internal and external communications in companies and the limitations of including all communications in communication matrices, process owners must design and compile specific matrices for their units to display all communications.

For this purpose, the process owner should study the relationship between the process and other internal processes as well as with the stakeholders and then design the communication matrix.

The Qa manager communicates the communication model to the organization's processes through the organization's internal network.

## **Internal communication**

Based on the internal communication matrix (F-CO-01) and the related activities, this type of communication is carried out at the horizontal and vertical levels of the organizational structure and in line with the implementation of the quality management system by managers, supervisors, and other employees.

**Examples of internal communications**

**Human resource process communication with data analysis**

What: Employee’s performance report(Information)

Who: HR manager

How: submitting via email(Communication technology)

When: Monthly

To Whom: QA manager

## **External communication**

Based on the external communication matrix (F-CO-02) and related activities, this type of communication is carried out by managers, supervisors, and other experts in order to implement the quality management system.

**Examples of external communications**

**Responding to customer complaints**

What: Actions taken regarding customer complaints (Information)

Who: QC manager

How: submitting via email/call/Social Networks (Communication technology)

When: After resolving the dissatisfaction

To Whom: Customer

# Duration and place of records

The records from the implementation of this procedure include the documents listed in the following table, which is the duration and location of their whereabouts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Rid of outdated records** | **Location of stagnant retention** | **Periods of stagnant retention** | **retention location** | **Normal retention Period** | **Document name** |
| destroy | quality assurance | one year | quality assurance/all processes | Up to review | Internal communication matrix |
| destroy | quality assurance | one year | quality assurance/all processes | Up to review | External communication matrix |

# Documents attached

# Documents attached

* Internal communication matrix (F-CO-01)
* Internal communication matrix (F-CO-02)

# Related Documents

* Quality manual (M-QM-01)