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**ISO 9001:2015**

**Communication Procedure**

Approval

The signatures below certify that this management system procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Amendment Record

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

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Company Proprietary Information

The electronic version of this procedure is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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1. Communication
   1. Introduction & Purpose

The purpose of this procedure is to outline Manufacturing Made Easy Ltd 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. Process Turtle Diagram

Output

* Increased awareness
* Improvement
* Conforming processes
* Enhanced desirable effects
* Evaluation
* Documented information
* Responses to communications
* Contribution of workers to decisions

How

* All employees
* Interested parties
* Visitors and contractors
* Service level agreements

With what measure

* Minutes of meetings
* Briefing attendance register
* Results of surveys
* Objectives and KPIs met

With what

* Policies & objectives
* Legal & statutory rqrmnts
* Internal/external comms
* Communication channels

With who

* Quality Manager
* All employees and contractors
* Top management

Activity

Determine the internal and external communications relevant to the quality management system, including:

* On what we communicate
* When we communicate
* With whom we communicate
* How we communicate
* Who communicates?

Input

* Risks and opportunities
* Quality objectives
* Incident investigation
* Planned changes
* New plant and equipment
* Views of interested parties
* Diversity and cultural aspects
* Employee suggestions
* Customer requirements
  + 1. 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. 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 |
| Product | Product for Manufacturing Made Easy Ltd is Product Design (i.e. 3D model, 2D model), Prototype |

* 1. Application & Scope

The involvement of employees in the quality management system and the processes that support it is a key requirement that enables our organization to achieve its objectives. Through the provision of appropriate methods, time, training and resources necessary for effective communication, Manufacturing Made Easy Ltd, enables ‘two way’ communication as appropriate in order to verify understanding and capture feedback. The scope of this procedure describes Manufacturing Made Easy Ltd 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:
   1. External (customers, regulators, stakeholders, agencies, local community, investors, external providers, media);
   2. Internal (employees, employee representatives, contractors);
4. How can be 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;
5. Who undertakes the communication: management, engineers, team leaders, team members, employee representatives, corporate communication, public relations, marketing, and external providers.
   1. Internal Communication
      1. General

Manufacturing Made Easy Ltd encourages the two-way flow of information between our non-managerial employees and management teams, and between levels and functions within the organization. Employee input is considered vital in the development of the QMS, policies and procedures. Employee’s input on concerns relating to health, safety, quality and environmental issues, and their feedback on how the quality management system can be improved are equally as important. Top Management are required to:

1. Maintain records of formal quality, environmental, and health and safety communications and responses;
2. Authorize and maintain a record of official correspondence relating to policy and related issues;
3. Provide advice on content of communications to official correspondence relating to quality matters.

Employees and contractors are kept informed of matters relating to their welfare by Quality Manager. 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 quality, health, safety and environmental in the workplace;
4. Communication of quality, health, safety and environmental performance to employees.

Where information for dissemination becomes available to the Senior Engineer, 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, shared Drive;
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 integrated system procedures are communicated through internal training sessions.

Employeesare required to communicate issues affecting their health and safety and communicate the performance of the quality management system to the Senior Manager.

| **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 Contingnency occurs | Customer | Email/Telephone | Quality |
| Development project status | On frequency as decided with customer | Customer | Email/Telephone | Quality |
| Responsibilities and authorities | After preparation and review | Employees | Controlled hard copies are hared | CEO |
| Monitoring performance of external providers | During supplier Selection (Evaluation) | External provider | Meeting, email or telephone, purchase orders | 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 | Senior Engineer and CEO |
| Contracts or orders | During part development | Customer | Email/Telephone | Senior Engineer and CEO |
| Obtaining customer feedback relating to products and services, | On decided frequency | Customer | Email/Telephone | Quality |
| Handling or controlling customer property | During receipt, maintenance of customer property, when problem occur | Customer | Email/Telephone | Senior Engineer |

* + 1. 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. 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. Visitors

Manufacturing Made Easy Ltd 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. Employees

To ensure continual improvement and long-term success, training and communication are essential. Manufacturing Made Easy Ltd communicates with employees via notice boards, internal memos, meetings, intranet, team briefings and letters). Manufacturing Made Easy Ltd 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.

When communicating with employees Manufacturing Made Easy Ltd explains not only **what** they need to do but also **why** they need to do it, in order to explain the purpose behind the message to help make a clear connection between the requirement and how it applies to each person’s job. Internal communications help encourage:

1. Motivation;
2. Discussion and acceptance for plans and efforts;
3. Understanding of policies, objectives, vision and strategy;
4. Understanding of roles and expectations;
5. Management commitment;
6. Monitoring and evaluating performance;
7. Identification of potential system improvements and other opportunities.

Since employees are on the front lines, they are an excellent source of information, issues, concerns and ideas, as such, internal communication mechanisms ensure that information is able to flow top-down, bottom-up and across functional lines.

* + 1. Procedures & Works Instructions

Manufacturing Made Easy Ltd ensure that work instructions and procedures are established to provide compliant management practices. They are also established where the absence of control could lead to deviation from the corporate policies and stated objectives and targets.

Where possible, operational controls are combined with other existing control documents associated with each process. In most situations, separate environmental and health and safety operational controls are not required but are integrated with the controls which would normally be developed.

Preparation of work instructions and procedures for selected activities is the responsibility of the Quality Manager. This responsibility includes the drafting of the work instruction and gaining approval. The work instructions are written in sufficient detail to provide the necessary level of instruction to ensure the desired outcome.

* 1. External Communication
     1. General

Manufacturing Made Easy Ltd has established the means and methods for soliciting, receiving, documenting and responding to external communications. All external communications regarding Manufacturing Made Easy Ltd.’s policies, objectives and targets are forwarded to the Quality Manager.

All formal quality management system communications are authorized prior to release. Appropriate advice is sought on the content and dissemination of all formal external communications. Consideration is given to the attributes of the communication media. The use of paper for internal and external communications is minimized in favor of the use of electronic media and the worldwide web.

External communications are categorized as the following from external stakeholders:

1. Emails and letters;
2. Telephone calls;
3. Written requests for information;
4. Questionnaires on environmental and health and safety performance;
5. Requests for responses to government documents/policies.

In each case the following information is recorded and stored as a record:

1. Date of communication;
2. Name of the person;
3. Address (if relevant);
4. Contact details e.g. telephone number and email;
5. Type of enquiry e.g. complaint;
6. How the communication was received e.g. letter, email or phone call;
7. And brief details of the response.

Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is stored as a record. All external communication records are stored in accordance with the *Documented Information Procedure*.

* + 1. Interested Parties

Manufacturing Made Easy Ltd communicates with our interested parties through the supply of information upon request, e.g. request from our insurers or a request from Enforcing Authorities for information on quality, health, safety and environment management systems.

Manufacturing Made Easy Ltd determines the information to be communicated to the external party. Consult with subject specialists, insurance and/or legal representatives where required when determining position and legal standing if required. Communicate the information to the external party. Maintain records of information released and subsequent action.

Record details of relevant communications with external parties regarding health and safety issues. Relevant communication includes site visits and the receipt of health and safety related documentation. External parties can include Clients, HSE, EA, local authorities, or the general public.

* + 1. Customers

Manufacturing Made Easy Ltd determines and implements effective arrangements for communicating with customers in relation to product information, enquiries, contracts or order handling, including amendments, and customer feedback, including customer complaints.

Manufacturing Made Easy Ltd ensures that communication with customers includes all necessary information relating to products/services; handling enquiries, contracts and orders including changes; obtaining feedback including complaints; handling/controlling customer property; and establishing specific requirements for contingency actions.

This process ensures adequate understanding of the needs and expectations of interested parties, and for translation into organizational requirements. This process includes the identification and review of relevant information to actively involve customers and other interested parties. Examples of relevant process information include but are not limited to:

1. Requirements of the customer or other interested parties;
2. Market research, including sector and end-user data;
3. Contract requirements.

Customer communication regarding ordering, contracts, quotations and requirements is defined by the *Contract Review Procedure*, while the customer satisfaction is defined by the *Customer Satisfaction Procedure*.

* 1. Key Contacts

Our communication approach recognises the need to promote environmental aspect and health and safety hazard management concepts across all management teams and staff. Key contact details that may be needed in an emergency are as follows:

| **Location** | **Name/Designation** | **E-mail** | **Tel No.** |
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* 1. Forms & Records

All documentation and records generated by the communication process are retained and managed in accordance with the *Documented Information Procedure*.

|  |
| --- |
| **Title & Description** |
| Requirements Review Checklist |
| Register of Objectives & KPIs |
| Objectives Management Programme |