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|  | **TCS** Vijay | **DOC.NO: M.122.NC** |
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**Establishing Quality Policy & Communicating to All Stakeholders**

This document outlines the process of establishing a robust quality policy for a food manufacturing company (NIC Code 10101) and effectively communicating it to all stakeholders. A well-defined and communicated quality policy is fundamental to maintaining consistent product quality, meeting customer expectations, and ensuring compliance with relevant regulations.

1. Defining the Quality Policy

* Step 1: Identify Key Principles: Define the core principles that will guide your quality management system. This might include a commitment to food safety, customer satisfaction, continuous improvement, regulatory compliance, and ethical sourcing.
* Step 2: Develop a Written Policy: Create a concise and clear written quality policy statement that encapsulates these principles. The policy should be easily understood by all employees and stakeholders. It should clearly outline the company's commitment to quality and the methods used to achieve it.
* Step 3: Define Responsibilities: Clearly define the responsibilities of different departments and individuals regarding quality management.

**Example Quality Policy Statement:**

"Our commitment is to produce safe, high-quality food products that consistently meet or exceed customer expectations. We achieve this through a robust quality management system that emphasizes food safety, regulatory compliance, continuous improvement, and employee engagement. All employees are responsible for maintaining high quality standards in their respective roles."

2. Communicating the Quality Policy

* Step 1: Internal Communication: Communicate the quality policy effectively to all employees through various channels such as:
* Company-wide meetings: Present the policy and its importance to all employees.
* Intranet/company portal: Make the policy readily accessible online.
* Training programs: Integrate the policy into employee training programs.
* Posters and visual aids: Use visual aids to reinforce key messages.
* Step 2: External Communication: Communicate the quality policy to external stakeholders, such as:
* Customers: Highlight your commitment to quality in marketing materials and customer communications.
* Suppliers: Share the policy with suppliers to ensure they understand your quality requirements.
* Regulatory bodies: Demonstrate compliance with regulations through documentation and audits.

Practical Guidelines: Use simple language and avoid jargon. Provide examples to illustrate the policy's application in practice. Regularly review and update the policy to reflect changes in the business environment and regulatory requirements.

3. Ensuring Understanding and Compliance

* Step 1: Feedback Mechanism: Establish a mechanism for employees to provide feedback on the quality policy and its implementation. This could involve suggestion boxes, regular surveys, or open forums.
* Step 2: Monitoring and Review: Regularly monitor compliance with the quality policy through internal audits and management reviews.
* Step 3: Corrective Actions: Take prompt and effective corrective actions when non-compliance is identified.

Compliance Notes: Maintaining thorough documentation of the quality policy, its communication, and any corrective actions is critical for demonstrating compliance with relevant food safety and quality standards (e.g., HACCP, ISO 22000).

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