

Communication Plan

Document Control

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Introduction

This Communication Plan outlines the strategy for ensuring effective and timely information flow throughout the Root-Cause Analysis & Process Optimization project. Clear communication is essential for stakeholder engagement, change management, and overall project success. This plan identifies key audiences, communication methods, frequency, and responsibilities.

Communication Objectives

- Ensure all stakeholders understand the project goals, timeline, and their roles
- Provide regular updates on project progress, milestones, and changes
- Facilitate timely decision-making through clear information sharing
- Manage expectations and address concerns proactively
- Support change management through transparent communication
- Create feedback channels for continuous improvement

Communication Matrix

Audience	Information Type	Method	Frequency	Owner	Format
Executive Sponsors	Project Status, KPIs, Risks,	Steering Committee Meeting	Bi-weekly	Anjali Singh	Executive Dashboard, Presentation

	Decisions Needed				
Project Team	Task Updates, Issues, Next Steps	Daily Standup	Daily	Anjali Singh	In-person/ Virtual Meeting
Project Team	Detailed Progress, Blockers, Planning	Team Meeting	Weekly	Anjali Singh	Agenda, Minutes, Action Items
Department Managers	Process Changes, Implementation Timeline	Department Update	Weekly	Sonal Khobragade	Email, Presentation
Operational Staff	Process Changes, Training Information	Team Briefings	As Needed	Department Managers	In-person Meeting, Visual Aids
IT Team	Technical Requirements, Integration Points	Technical Meeting	Weekly	Vikram Patel	Technical Documentation
All Stakeholders	Major Milestones, Achievements	Project Newsletter	Monthly	Sonal Khobragade	Email Newsletter
External Partners	Integration Changes, Timeline Impacts	Formal Meeting	As Needed	Priya Desai	Meeting, Documentation

Communication Channels

Channel	Purpose	Participants	Guidelines
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Email	Formal updates, documentation distribution	All stakeholders	Clear subject lines, action items highlighted
Project Management Tool	Task tracking, documentation repository	Project team	Daily updates, attach relevant documents
Video Conferencing	Remote meetings, workshops	All stakeholders	Agenda distributed in advance, recorded when appropriate
Instant Messaging	Quick questions, urgent updates	Project team	Brief communications, not for formal decisions
In-person Meetings	Workshops, detailed discussions	Varies by topic	Agenda, minutes, action items documented
Digital Workspace	Document collaboration, shared resources	Project team, key stakeholders	Organized folder structure, version control

Escalation Path

Level	Issue Type	Escalated To	Response Time	Communication Method
Level 1	Day-to-day issues, minor blockers	Anjali Singh	24 hours	Team meeting, instant message
Level 2	Schedule impacts, resource conflicts	Priya Desai	48 hours	Email, scheduled meeting
Level 3	Major scope changes, significant risks	Rajesh Kumar	72 hours	Formal meeting, status report
Level 4	Project viability, critical failures	Executive Committee	1 week	Formal presentation, decision document

Feedback Mechanisms

- **Project Team:** Daily standups, retrospectives, one-on-one check-ins
- **Stakeholders:** Feedback forms after workshops, regular check-in meetings
- **Operational Staff:** Anonymous suggestion box, focus groups
- **Management:** Formal review meetings, satisfaction surveys

Communication Risks and Mitigation

Risk	Impact	Mitigation Strategy
Information overload	Key messages missed, stakeholder disengagement	Targeted communications, clear formatting, executive summaries
Miscommunication of technical details	Implementation errors, rework	Technical reviews, visual aids, glossary of terms
Delayed communication of changes	Resistance, confusion, implementation delays	Change management protocol, timely updates
Stakeholders missing critical information	Poor decisions, misaligned expectations	Communication register, confirmation of receipt