	MS		Title: Internal and External Communication	
	Version: 0	Version Date: March 03, 2020	Revision Number:	Revision Date:
Ownership: Quality Manager/Food Safety Team Leader		Authorized by: Operation Manager	Document Number:	

1.0 SCOPE

All internal and external communication for Juici Beef Limited.

2.0 PURPOSE

To ensure the correct information is conveyed to all internal parties with activities relevant to the operation of the Food Safety Management System.

To ensure that the correct information is disseminated to interested external parties.

3.0 DEFINITIONS


Not Applicable

4.0 PROCEDURE

4.1 Responsibility

4.1.1 **Food Safety Team Leader:**

- a) Receives information from Ministry of Health, Bureau of Standards, Ministry of Industry Commerce Agriculture & Fisheries, Jampro, and Quality Circle international Limited
- b) Disseminates information received from external sources by email or hard copy to Directors, department heads, and food safety team members
- c) Communicates information to relevant persons when there is a trigger that necessitates changes in the Food Safety Management System

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4.1.2 Customer Service Representative:

- a) Receives complaints and compliments from customers via emails, telephone calls, letters, and social media agency
- b) Assign complaint number and logs complaint in excel spreadsheet and Zenput
- c) Copies and files complaint forms
- d) Disseminates information received to various departments, Directors, and insurance company
- e) Follows up with insurance company, department heads for updates and provides feedback to customers on complaint status.

4.1.3 Purchasing Manager

- a) Communicates with the supply base on issues relating to quality and food safety
- b) If there are issues with incoming materials, receiving clerk shall inform the Purchasing Manager who will contact the supplier
- c) Communicates with the supply base on the results of evaluations conducted by the food safety team to inform them of any decision that may affect the business relationship

4.1.4 Raw Material Receiving Clerk

Reports non-conforming issues to the purchasing manager

4.1.5 Public Relations Coordinator

Handles all external communication relating to:

- i. Emergencies
- ii. Recalls and withdrawals
- iii. Legal & regulatory issues


4.1.6 Operations Manager & Chief executive Officer

Reserve the right to determine who speaks on behalf of the company on external issues.

4.1.7 Production Manager/ Production Supervisor/ Functional Manager

Receive information on changes to the Food Safety Management System relating to:

- a) Critical Control Point
- b) Operational Pre-requisite Program
- c) Pre-requisite Program

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5.0 RECORDS

6.0 REFERENCES

- a) Purchasing Procedure
- b) Raw material receiving procedure

7.0 DOCUMENT CONTROL INFORMATION

7.1 APPROVAL AUTHORITY

Authored by;	REVISED BY	APPROVAL BY	DATE
Food Safety Team		Food Safety Team	March 3, 2020