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Communication Plan

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Management Review Meeting	Top management	To review Quality Management System performance	Annually	Meeting Presentation
Director / Top Management Update	Top management	To review overall company performance	Annually	Meeting
ISO Audit	Employees Customers	To tell interested parties the result of the ISO audit	Annually	Email Website Telephone
Company policies	Employees Customers Suppliers	To communicate the Quality policy to interested parties	Annually Company Induction	Email Noticeboards Website Company handbook
Internal Audits	Employees	To communicate the results of internal audits to employees	Upon completion of an audit	Meeting
Company Objectives	Employees	To communicate company objectives and progress towards these	Annually Company Induction	Email Meeting Noticeboards
Legislative requirements	Employees	To communicate legislative requirements and what these mean to individuals within the company	Quarterly	Email Meeting Noticeboards

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Issues (Including fines, enforcement notices and prosecutions)	Fire department Insurance companies HSE Environment Agency Local council Water board Police Customers Suppliers Employees	To communicate issues and what was done to rectify them	As required	Email Meeting Noticeboards Inspection Telephone
Customer satisfaction	Employees Top management	To communicate customer perceptions to individuals within the company	Upon receipt of feedback	Meeting Email Noticeboards Customer Complaints Customer Surveys
Internal / external issues	Top management Employees	To communicate internal / external issues relevant to the company	Annually	Meeting Email Noticeboards
Organisational roles & responsibilities	Top management Employees	Communicate roles & responsibilities within the company	As required Company induction	Email Meeting Risk Register