*Notes: The worksheet below is an example and should be used for information only. This diagram should be modified as necessary to suit your organization’s specific needs and processes.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Information Type to Be Communicated** | **Communication Mechanism / Action** | **Responsibility** | **Completion / Target Date** |
| QMS Policy & Expectations | Awareness Training for Management  | Quality Manager | Upon hire, transfer or promotion |
|  | Awareness Training for employees | Quality Manager | Upon hire or transfer |
|  | QMS Refresher training for employees | Manager/Supervisor | Annually |
| Risks & Opportunities | Bulletin board postings; meetings | Quality Manager | Annually |
| QMS Objectives | Bulletin board postings; meetings | Quality Manager | Annually |
| Progress towards meeting QMS Objectives | Bulletin board postings; meetings | Quality Manager | Quarterly |
|  | Awareness discussions with employees | Manager/Supervisor | Quarterly |
| Notification of Legal & other Required Changes (general) | Email notifications; master Listing | Quality Manager | As required |
| Task Requirements | Procedures, Instructions, etc. | Process Owner / Quality Manager | As required |
| Findings from Audit & Assessment Activities | Bulletin board postings; employee meetings | Quality Manager | As required |
| Finding’s from the Investigation of nonconformities and corrective actions taken  | Bulletin board Postings; employee meetings | Quality Manager | As required |
| Results of QMS Management Review | Management Review minutes / report | Quality Manager | Annually |
| Responses to customer complaints, including the results of actions taken. | Communication as needed. Format as appropriate to the issue identified and client. | Mgmt. Rep | As needed |
| QMS External Communications and Awareness | Verbal and written as need is identified. | Mgmt. Rep | As needed |

*For informational use only!*

*This information must be modified to suit your business and specific needs*