



SYSTEM PROCEDURE

Communication

REVISION: 00

PROCEDURE NO.: 4

DATE EFFECTIVE: 1/4/2018

1. PURPOSE

- 1.1. The purpose of this procedure is to document the requirements and methods for the communication processes at Tempco Electric Heater Corporation.

2. SCOPE

- 2.1. This general procedure shall be used as a guideline for all quality management system communication processes at Tempco Electric Heater Corporation.

3. PROCEDURAL REQUIREMENTS and RESPONSIBILITIES

3.1. General Responsibilities

- 3.1.1. The Management Representative has the responsibility for the effective implementation of the communication program.

Internal Communication Processes

- 3.2. Internal quality management system communications shall be implemented to ensure that all personnel are aware of the following:
 - 3.2.1. Quality policy
 - 3.2.2. Quality objectives and targets, which are defined on the Quality Objectives Matrix;
 - 3.2.3. Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
 - 3.2.4. The implications of not conforming with the quality management system requirements.
- 3.3. Internal quality management system communications may be accomplished by the use of:
 - 3.3.1. Notice boards – quality objectives posted periodically by top management.
 - 3.3.2. Periodic Management Team meetings.
 - 3.3.3. Management reviews and meeting minutes.
 - 3.3.4. Quality management system and awareness training of all pertinent personnel, as appropriate in line with the relevant job functions (HRQR's).
 - 3.3.5. Corrective Actions (CAR's).
- 3.4. Individual roles and responsibilities are defined and communicated within procedures, work instructions and other supporting quality system documentation.
- 3.5. Employees may communicate at any time quality management system issues to management. These communications shall be documented when appropriate (e.g., email, CAR's, maintenance tasks).

External Communications

- 3.6. External communications from interested parties concerning relevant quality management system issues should be directed to the Management Representative. Management Representative will maintain a separate electronic folder for any quality management system inquiries and/or communication information (e.g. Customer Specific Surveys / Audits).
- 3.7. Management Representative is responsible for responding to external communications on significant quality management system issues. Significant external communication issues pertaining to the quality system are discussed in Management Review meetings and any decisions or actions, if appropriate are documented in the meeting minutes.



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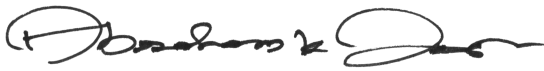

4. RECORDS

- 4.1. Management Review Meeting Minutes
- 4.2. HRQR's / Training Records
- 4.3. Corrective Actions
- 4.4. Electronic communication folder
- 4.5. Sales Order information file

5. REVISION HISTORY

REVISION LEVEL	DATE OF REVISION	SECTIONS	DESCRIPTION OF CHANGE
00	01/4/18	All	Initial release

6. AUTHORIZATION

POSITION	HELD BY	AUTHORIZATION SIGNATURE OR INITIALS
Prepared By: Vice President of Operations	Abe Joseph	
Senior Management Representative: Chief Financial Officer	Paul Wickland	
Management Representative:	Abe Joseph	