

	Republic of the Philippines Nueva Ecija University of Science and Technology Gen. Tinio St., Cabanatuan City ISO 9001:2015	Doc. No.:	NEUST-QMS-P003
		Rev. No:	00
	Effective Date:	September 12, 2018	
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COMMUNICATION PROCESS			

1. PURPOSE

- 1.1. To describe the handling of internal and external communication to ensure that QMS-related matters and issues are effectively communicated to all levels and functions of the NEUST, and where necessary, are acted upon properly; To establish a standard procedure and protocol in handling internal and external communication.
- 1.2. To establish procedures for effectively handling communication received from external interested parties which are relevant to the NEUST's QMS; and
- 1.3. To describe the means by which the NEUST proactively communicates its quality performances and other initiatives to internal and external interested parties

2. SCOPE

- 2.1. This describes internal communication arrangements within NEUST; from management to others and others to management; and This procedure is applied to all processes of University within the QMS scope.
- 2.2. This procedure covers all forms of QMS-related communication received by the NEUST from relevant external interested parties such as regulatory bodies, customers, subcontractors and other relevant external interested parties

3. REFERENCE DOCUMENTS

- ISO 9001:2015, clause 7.4
- QMS Manual

4. DEFINITION OF TERMS

Internal Communication It includes communicating the University policies, objectives, programs, and activities in University to other internal members of the university in different colleges, campuses, and other departments.

External Communication It includes communicating the inquiries, requests, recommendations, and complaints from external parties (e.g. LGUs, beneficiaries, NGOs) to related University services provided. It also includes communicating the University services to prospect clients, institutions, and communities.

5. RESPONSIBLE PERSON/OFFICE

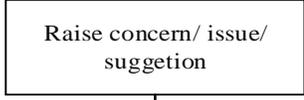
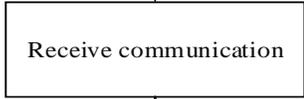
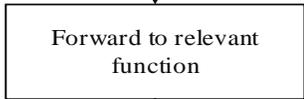
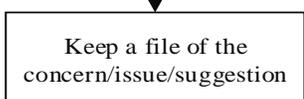
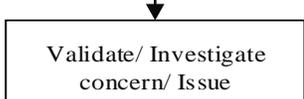
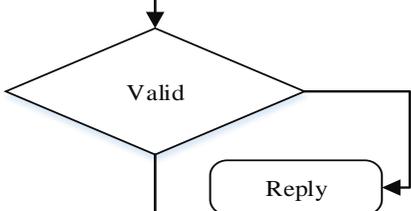
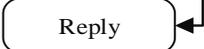
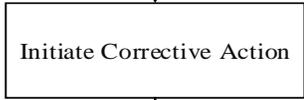
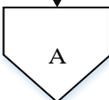
University President, Executive Offices All Colleges/Campuses/ Department

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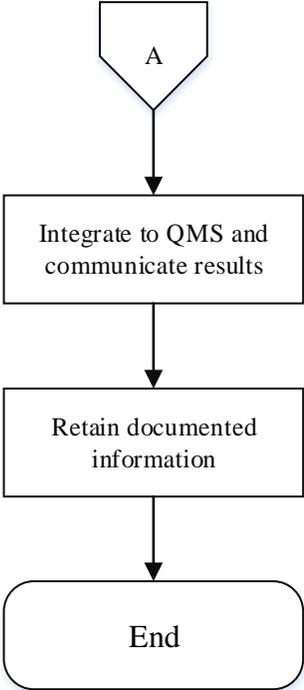
6. PROCEDURES

6.1. Process Flowchart

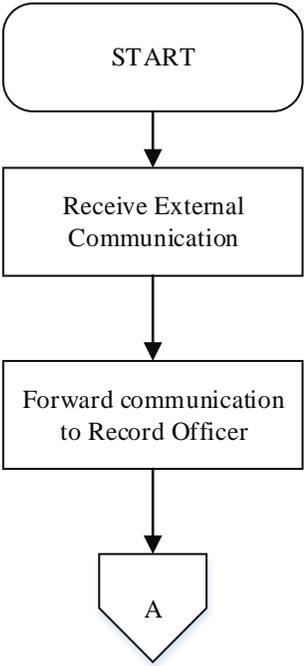
6.1.1. Handling Internal Communication

ACTIVITY	RESPONSIBILITY	DOCUMENTS REQUIRED
	Any employee	Internal Communication
	Any function defined in the communication flow	Internal Communication
	Function receiving the communication	Internal Communication, Log Book
	Relevant Function	Internal Communication
	Relevant Function	Internal Communication
	Relevant Function	Internal Communication
	Relevant Function	Internal Communication
	QMS Working Team	Internal Communication
	Relevant Function	Internal Communication
	QMR	Internal Communication

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ACTIVITY	RESPONSIBILITY	DOCUMENTS REQUIRED
	<p style="text-align: center;">QMR</p> <p style="text-align: center;">DCC</p>	<p style="text-align: center;">Internal Communication</p> <p style="text-align: center;">Internal Communication</p>

6.1.2. Handling External Communication

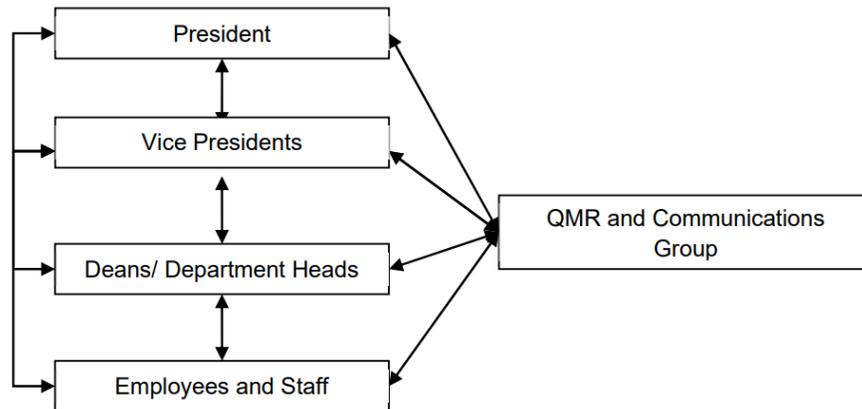
ACTIVITY	RESPONSIBILITY	DOCUMENTS REQUIRED
	<p style="text-align: center;">Anybody</p> <p style="text-align: center;">Anybody receiving the communication</p>	<p style="text-align: center;">External Communication, Log Book</p> <p style="text-align: center;">External Communication</p>

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- 6.2.4. NEUST personnel shall be represented in the development and review of QMS-related policies and procedures, including in the setting-up and renewal of objectives and programs related to the NEUST's quality performance and its management systems.
- 6.2.5. Information to be periodically communicated and made available for possible consultation shall be documented in the NEUST-SP-QMS-05F2, QMS Communication Plan include among others the following:
- 6.2.5.1. NEUST's Quality policy, objectives and programs;
 - 6.2.5.2. Relevant management system procedures, standard operational procedures and best practices and the consequences of not following them;
 - 6.2.5.3. Performance of the NEUST's management system including relevant highlights/ results of management system audits and periodic reviews;
 - 6.2.5.4. New policies, directives and other changes that may affect the quality performance of NEUST and its management systems; and
 - 6.2.5.5. Any valid complaint and concern that relate to the NEUST's quality performance
- 6.2.6. The above information may be communicated during visit of external interested parties to NEUST's general orientation among visitors, suppliers and contractors, and during its participation to relevant conferences and conventions.
- 6.2.7. To effectively document meetings related to the management system, the following shall be observed:
- 6.2.7.1. Agenda, attendees, date, time, and venue shall be defined. These shall be communicated to the attendees ahead of time, using memos/ office orders
 - 6.2.7.2. Any decision and/ or action items arrived at during the meeting shall be documented using Minutes of the Meeting (NEUST-SP-QMS-05F4). Once approved, the highlights of the Minutes of Meeting shall be communicated to relevant functions and interested parties.
- 6.2.8. The general flow of internal communication within NEUST shall be as follows:

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6.2.9. Valid communication (internal and external), and action taken shall be integrated in the management system operational procedure and/ or best practices, where practicable.

6.2.10. Where practicable, relevant interested parties such as employees, customers, contractors and suppliers, neighbours and other interested parties shall be consulted on matters that may impact NEUST's quality performance.

6.2.11. Confirmed legal violation and valid concern/ issue from external interested parties shall be documented and addressed with a SIR form, in accordance with the established procedure on corrective action.

6.2.12. Information that could negatively affect the reputation of NEUST shall be cleared with the Top Management prior to communication, i.e. Notice of Violation, accidents, emergencies, etc.

7. RECORDS /FORMS

7.1. Logbook for Internal/External Communication

7.2. Attendance Sheet

7.3. Minutes of Meeting