


| | | | | |
|---|------------------------------------|---|---------------------------------|--------------------------------|
|  | ISO 9001-2008 PROCEDURE | PROCESS OWNER Managing Director | | |
| PROCEDURE TITLE: Internal Communication | DOCUMENT NUMBER: ISO_5-5 | REVISION LEVEL: Final Draft | REVISION DATE: 04/07/2009 | Approval: Managing Director |

Purpose/Scope:

The purpose of this policy is to define requirements for responsibility, authority, management and communications as it applies to all WCRC employees.

Responsibility:

The Managing Director and the Directors are responsible for assuring that the appropriate resources are provided to effectively communicate our business plan and quality systems. The Managing Director with support of all Directors will assure that the appropriate communication mechanisms are in place to effectively communicate information regarding the effectiveness of the business and quality systems as they relate to customer needs.

ISO 9001:2008 Reference: 5.5 - Responsibility, Authority and Communication; 5.5.1 – Responsibility and Authority; 5.5.2 – Management Representative; 5.5.3 – Internal Communication

Procedure:

Responsibility and Authority – 5.5.1

- 1.0 All WCRC personnel are responsible for the quality of output of their assigned job responsibilities. All WCRC personnel have the authority and responsibility for the following:
 - Understanding quality requirements for their respective job functions as documented in our quality system procedures and their respective job descriptions
 - Reporting problems encountered related to customer products, company processes or the quality system. Problems are reported to the appropriate management representative
 - Taking corrective action within their bounds of authority and responsibility to correct situations that could negatively affect quality including, when appropriate, preventing further processing, delivery or installation of nonconforming components
 - Following procedures and instructions pertaining to their respective job functions
- 2.0 Responsibilities for each process are documented in WCRC quality system procedures.

Management Representative – 5.5.2

- 3.0 A member of WCRC Management is appointed by the Managing Director as the Quality System Management Representative and is responsible for the following:
 - Assuring that the Quality System objectives are met and updated
 - Reporting on performance of the Quality System and related improvements
 - Communication with external parties, such as Customers and Auditors
 - Assuring that ongoing customer satisfaction measures are maintained



**ISO 9001-2008
PROCEDURE**

PROCESS OWNER
Managing Director

| | | | | |
|---|-----------------------------|--------------------------------|------------------------------|--------------------------------|
| PROCEDURE TITLE: Internal Communication | DOCUMENT NUMBER: ISO_5-5 | REVISION LEVEL: Final Draft | REVISION DATE: 04/07/2009 | Approval: Managing Director |
|---|-----------------------------|--------------------------------|------------------------------|--------------------------------|

Internal Communication – 5.5.3

4.0 A variety of communication processes are in place to ensure WCRC staff and employees have the information and data they need to perform their respective job functions. Below is a summary of the various meetings and reports used for internal communication to achieve that objective.

| Meeting / Frequency | Purpose | Involvement |
|---|--|---|
| Monthly Dashboard Report | Review WCRC performance and actions required to address corrections as necessary | Managing Director Department Directors |
| Board of Road Commissioners Twice a Month | <ul style="list-style-type: none"> - Progress reports - Business plan adjustments - Staff Reports | <ul style="list-style-type: none"> - Board - Managing Director |
| Monthly Supervisors' Meetings | <ul style="list-style-type: none"> - Update Current and Future activities - Concerns - Discussion | <ul style="list-style-type: none"> - Department heads - Directors |
| Topical Meetings <as needed> | Focused discussion on topical matters affecting the WCRC operations and/or public | As necessary depending upon subject matter |
| Safety Meetings Monthly Intent (no less than quarterly) | <ul style="list-style-type: none"> - Employee input - Safety performance - Accident/documentated incidents report | <ul style="list-style-type: none"> - Safety Committee |
| Engineering Dept Meeting Monthly | <ul style="list-style-type: none"> - Updates on Department activities - Discussion - Decisions | <ul style="list-style-type: none"> - Engineering Director - Engineering Supervisors |



**ISO 9001-2008
PROCEDURE**

PROCESS OWNER
Managing Director

PROCEDURE TITLE:

Internal Communication

DOCUMENT
NUMBER:
ISO_5-5

REVISION
LEVEL:
Final Draft

REVISION
DATE:
04/07/2009

Approval:

Managing Director

| Meeting / Frequency | Purpose | Involvement |
|--|---|---|
| Operations Dept. Meeting Monthly Intent (dependant on seasonal activity) | <ul style="list-style-type: none">- Updates on Department activities- Issues and concerns- Discussion- Decisions | <ul style="list-style-type: none">- Operations Director- Operations Supervisors |
| Administrative Staff Meeting Monthly | <ul style="list-style-type: none">- Updates on Department activities- Issues and concerns- Discussion- Decisions | <ul style="list-style-type: none">- Managing Director- Human Resources Manager- Finance Director- I.T. Systems Analyst- Admin |
| Employee News Letter Periodically (quarterly goal) | <ul style="list-style-type: none">- Update employees on WCRC events, activities and other issues important to employees | Distributed to all employees |