

	<b>ISO 9001-2008 PROCEDURE</b>	<b>PROCESS OWNER</b> Managing Director		
<b>PROCEDURE TITLE:</b> Customer Communication	DOCUMENT NUMBER: ISO_7-23	REVISION LEVEL: Final Draft	REVISION DATE: 06/08/2009	Approval: Managing Director

**Purpose/Scope:**

The purpose of this policy is to define requirements and guidelines for communication with customers including townships, the county and the community at large.

**Responsibility:**

The Managing Director and the Department Directors are responsible for ensuring the appropriate mechanisms and systems are implemented to effectively communicate with our customers. Responsibilities for specific communications with customers are defined throughout WCRC policies and procedures.

**ISO 9001:2008 Reference:** 7.2.3 - Customer Communication

**Procedure:**

- 1.0 The objective of customer communication is to ensure essential information regarding the road commission, road project activity, and project status is provided on a timely basis to the public. In addition, communication mechanisms are designed to provide the public with access to our decision making processes and information related to Road Commission activities.
- 2.0 The Directors of Engineering and Operations, as well as Project Engineers / Managers, will participate in project planning meetings in order to gather input on project requirements, identify special requirements and potential concerns, and provide project proposals and schedules.
- 3.0 The WCRC has identified key requirements to effectively communicate with the public and implemented multiple communication processes or systems to meet those requirements. In addition to Project Meetings, other types of communication include Media Advisories and Press Release in local media venues as well as postings to the organizational website.
- 4.0 These communication systems are periodically evaluated to assess their effectiveness and to continually improve upon them.