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## 1.0 Purpose

This procedure describes the formal and semi-formal internal systems of communication used at Product Resources. It is acknowledged that there are also informal systems of communication that are important too, but these cannot be itemized.

## 2.0 Policy

Management shall ensure that appropriate communication processes are established within Product Resources and that communication takes place regarding the effectiveness of the company's processes and systems.

## 3.0 Procedure

This section outlines specific systems of communication in use:

Quality Assurance and other departments post charting of various system performance metrics in a highly-visible area. Examples include subjects such as on-time delivery, warranty returns, nonconforming material, and customer ratings of Product Resources. The origin of this charting is typically, but not limited to, that prepared for regular review meetings such as Management Review and Supplier Review Board meetings.

The Management Review meeting is a communication vehicle itself. During that meeting it is primarily company objectives and the system and process effectiveness at meeting those objectives that are discussed, supported by the charted data that is presented. This meeting is attended by representatives from all of the functional areas, and there is an exchange of information and ideas. Meeting minutes also come out of this meeting and are published to attendees.

There are weekly meetings of all department managers and supervisors. These meetings are focused on customer orders and the ability to fulfill those orders. Any problems experienced in doing so are discussed along with solutions. It is also a communication vehicle for all matters of operations, and it coordinates the functional areas.

There are various meetings held within functional areas, each one for communication and coordination. These change frequently to meet current needs and will not be itemized here.

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Electronic systems exist to communicate product or documentation deficiencies, process deficiencies, and customer complaints and ultimately to initiate corrective or preventive action.

Electronic messaging and calendaring systems exist to communicate a variety of topics and to communicate schedules.

Employees in general have full access to the document control system and manufacturing computer system and other company databases to read their contents and to modify them under control of user permissions. These systems are important in having up-to-date information available throughout the company.

An ECN process notifies employees when revised documentation has been released along with change descriptions.

Finally, Product Resources acknowledges significant company events by organizing company meetings to announce and discuss those events.