


# The Catholic University of Eastern Africa

| TITLE   | AUTHOR                  |
|---|-------------------------|
| <b>PROCEDURE FOR INTERNAL COMMUNICATION<br/>(CUEA/VC/DQA/ 06)</b>   | <b>MR</b>               |
|   | NO. OF APPENDICES:      |
|   | <b>(NONE)<br/>(0)</b>   |
| <b>AUTHORIZATION</b><br>This Quality Management Procedure is issued under the authority of:   |                         |
| TITLE   | <b>VICE-CHANCELLOR</b>  |
| SIGNATURE   | <i>Mavisi</i>           |
| DATE  | <b>23 February 2011</b> |
| ISSUE DATE  | <b>23 February 2011</b> |
| STAMP CONTROLLED / UNCONTROLLED   | <b>CONTROLLED</b>       |
| <b>NOTE:</b> <ol style="list-style-type: none"> <li>Write amendments on the page provided (Clause 0.2)</li> <li>Controlled copies of this document will be in the VC's and DQA office.</li> </ol> |                         |

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## 0.2 RECORD OF CHANGES

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## 0.3 Distribution / Circulation

This quality management procedure is available at relevant functions for authorized users.

### 1.0 PURPOSE

This procedure details the method for determination of information and communication of such information within CUEA and in particular matters relating to the effectiveness of the Quality Management System.


### 2.0 SCOPE

This procedure applies to information for internal communication within CUEA in order to enhance internal communication and efficiencies

### 3.0 TERM AND DEFINITIONS

#### 3.1 Definitions of Terms Used:

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For the purpose of this procedure the following terms shall apply in addition to those in already defined in the CUEA Quality Management Manual.

**3.1.1** Internal communication: passing on and obtaining of feedback of information or materials within an organization.

### **3.2 Abbreviations and Acronyms**

CUEA-QMM: CUEA Quality Management Manual  
MR: CUEA Management Representative

### **4.0 REFERENCES**

This procedure makes reference to the following documents which form part of the QMS documentation:

**4.1 CUEA-QMM**, Section 4 (*Sub-clause 5.5.3*)

**4.2 ISO 9000:2005**, Quality Management systems –Fundamentals and vocabulary

### **5.0 PRINCIPAL RESPONSIBILITIES**

**5.1** The MR has the overall responsibilities for ensuring that this procedure remains adequate for its intended purpose.

**5.2** The Process owner/HOD is responsible for application of this procedure including management of internal communication.

### **6. METHODS**

**6.1** Identification of materials/information for internal communication.


The process owners and the respective functions shall determine the information and/or materials that require communication to CUEA staff and also determine the audience that require the communication. In so doing the process owner will be guided by the CUEA communication policy.

**6.2** Determination of method for communication

The process owner shall determine the most effective method of communication to the intended audience and the time when the communication would be made. This will include as appropriate management-led communication in work areas, team briefings and other staff meetings, notice boards, in-house journals/magazines, audio-visual and electronic media including emails and website, employee surveys and suggestion schemes.

**6.3** Internal communication

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The process owner shall seek any necessary approvals for use of communication venues, communicate to the intended audience and maintain records of such communication. The process owner shall indicate feedback mechanisms available in the communication. The MR and respective process owners shall internally communicate on the effectiveness of the CUEA and functional QMS at least once every quarter.


#### **6.4 Feedback Management**

The process owner shall encourage and monitor feedback from the CUEA functions or staff on the communication made. The process owner shall analyze the feedback and issue any additional communication as necessary.

### **7. APPENDICES**

### **8. ASSOCIATED DOCUMENTS**

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