

INTERNAL AND EXTERNAL COMMUNICATION

Internal Communication

What will communicate	With whom will communicate	How will communicate	Who will communicate	Frequency
Quality Policy	DTPL employees	Visual Display & discussion	Managing Director	Every 6 Months
Quality objectives	HODs & Dept. personnel	Reference Document	Managing Director	Every Year
Risk & opportunities	HODs & Dept. personnel	Reference Document	Managing Director	Every Year
Nonconformities & OFI	HODs & Dept. personnel	Reports & discussion	MR	Every Month
Performance Feedback	HODs & Dept. personnel	Discussion	Managing Director	Every year

External Communication

What will communicate	With whom will communicate	How will communicate	Who will communicate	Frequency
Quotations, Order requests, Job status	Customer	Through calls, messages & mails	Managing Director	Every inquiry
Response to customer complaints	Customer	Through calls, messages & mails	Quality Engineer	As & when required
Request to participate in CSS	Customer	Through mail and URL link	Managing Director	Every year
Changes to requirements of prod. & services	Customer	Through mails or reports	Business Head	As & when required
Request for TDS, samples & quotations	Supplier	Through calls, messages & mails	Purchase Manager	As & when required
PO, Order status, performance feedback	Supplier	Through calls, messages & mails	Purchase Manager	As & when required

Prepared by: MR	Reviewed by: MD	Review Date: 01-06-2022
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