



**Department of Justice
Quality Management System**

COMMUNICATION PLAN

WHAT TO COMMUNICATE	WHEN TO COMMUNICATE	MECHANICS OF COMMUNICATION					
		INTERNAL			EXTERNAL		
		With Whom	How	Responsibility	With Whom	How	Responsibility
1. Vision, Mission, Objectives and Quality Policy	<ul style="list-style-type: none"> Upon hiring of new employees Whenever there are changes in the vision, mission, objectives and quality policy 	All offices and employees concerned	<ul style="list-style-type: none"> Issuances Posting a copy of the vision, mission, objectives and quality policy in conspicuous access locations (e.g. entrance, hallways, conference/meeting rooms) Orientation of new employees Posting in website (i.e. QMS page) 	Top Management and/or Administrative Service	General public, including clients and interested parties	<ul style="list-style-type: none"> Posting the vision, mission, objectives and quality policy as part of Citizen's Charter Posting a copy of the vision, mission, objectives and quality policy in all frontline areas/facilities and other access locations (e.g. entrance, hallways, comfort rooms) 	Management Division and Administrative Service
2. All other QMS-related policies, issuances and documents	2.1 New policies and guidelines are communicated whenever there are changing circumstances in the implementation and as a result of: <ul style="list-style-type: none"> Executive Planning/Meeting Internal Quality Audit (IQA) Management Review 	All offices and employees concerned	<ul style="list-style-type: none"> Issuances Posting in website (i.e. QMS page) 	Top Management and other offices concerned	General public, including clients and interested parties	Posting in website (i.e. QMS page)	Management Division



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	<ul style="list-style-type: none"> Regulatory compliance 2.2 Issuances are communicated whenever new roles and responsibilities are amended/ superseded/updated 2.3. QMS related documents are communicated whenever there are new documents for enrolment in the system, revisions in the existing documents and changes in its content. 						

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