

## **QMS Communications Process**

### **PURPOSE**

The purpose of this process is to ensure that there is effective communication within the Division, between the Director, line management and all staff in relation to all Division activities and with both internal and external stakeholders outside the Division.

### **RESPONSIBILITY**

Responsibility for this process lies with the Director of the Division. All area / line managers within the Division are responsible for implementing the procedure.

### **PROCEDURE**

#### **One-to-one management meetings**

Structured, work-in-progress, one-to-one meetings between the Director and the area/ line managers (representing relevant areas) complement the weekly operational meetings. The focus is on operational issues affecting the areas ensuring effective management of each unit, and enabling progress within each area. These meetings take place weekly on a regular basis between each area / line manager and the Divisional Director. Area / line managers will bring operational based matters to the meeting, to form the basis for meeting discussion and to review operations and progress towards achieving the business and financial annual budgets. The Director may also have items to add for discussion.

#### **Operations meeting**

Weekly operations meetings are held to review and plan operations for the week ahead. The meetings discuss issues arising in the Division. They are used to update line managers on developments within each of the five facilities and on university-related matters so that each line manager can, in turn, brief members of their own area.

#### **Area meeting**

Following the weekly operations meeting, line managers meet with the core staff within their area to brief them on developments and to plan for the week ahead at local level.

#### **Administration meeting**

Financial meetings between the management accountant and the administration team are held weekly to review performance-related issues in line with budgets.

#### **Line management meetings**

Annual meetings are held between the Director, the Financial Director and each line manager to set key performance indicators and update key business processes for the year ahead.

#### **Director meetings**

Weekly meetings are held between the Director and the Financial Director.

**Ad hoc discussions**

Due to the nature of its business and services, the Division needs to be able to make decisions outside of the above meetings structure, often on a daily basis. In such cases, discussion across areas takes place informally between relevant members of staff. This ensures that issues requiring immediate solutions are dealt with promptly and that all relevant staff members are consulted.

**Internal and External Stakeholders**

The Division engages with academic and other support departments within UL, and with external stakeholders, through meetings, representation on working groups, committees etc in relation to any work which is relevant to the Division. Outside of face-to-face interaction, the Division communicates with both internal and external stakeholders through its website, email, telephone, SMS messaging, printed publications and formal advertising. Stakeholder requirements and feedback are identified at unit level via formal evaluations of unit services and both formal and informal unit feedback mechanisms (e.g. surveys, informal consultation)

**RECORDS**

Minutes of Board of Directors meetings are kept in the Director’s office and are available to all Divisional staff. All other meetings and reports and available to staff shared server.

**PROCESS VERIFICATION**

Evaluation of the Commication Process effectiveness is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

**APPROVALS AND REVISION HISTORY**

Revision No.	Date	Approved by:	Details of Change
1	15 Sept 2015	David Mahedy, Director	Initial release