

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Internal Communication Process</p>
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<p><i>Parent Document:</i> Q-001 Quality Manual</p>	<p><i>Notify of Changes:</i> EOTA Employees</p>
<p><i>Referenced Document(s):</i> N/A</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
09_0902	Modified process to better fit current practice.
10_0831	Added verbiage to clarify process. Added initiation phrase to process steps.
11_0303	Added QAM to the last step and made minor editorial updates.

I. Purpose

This document describes various forums that the Emergency Operations Training Academy (EOTA) uses to disseminate / communicate information to employees. These communications mechanisms are used as a means of ensuring effective planning, operation, and control of EOTA processes.

II. Scope

This document is applicable to EOTA employees.

III. Responsibility

Managers/Leads/Designee – Responsible for scheduling meetings or other communications.

Integration Group (IG-Team) – Consists of functional area representatives responsible for the development, deployment, and continual improvement of the Business System Management Review (BSMR) process.

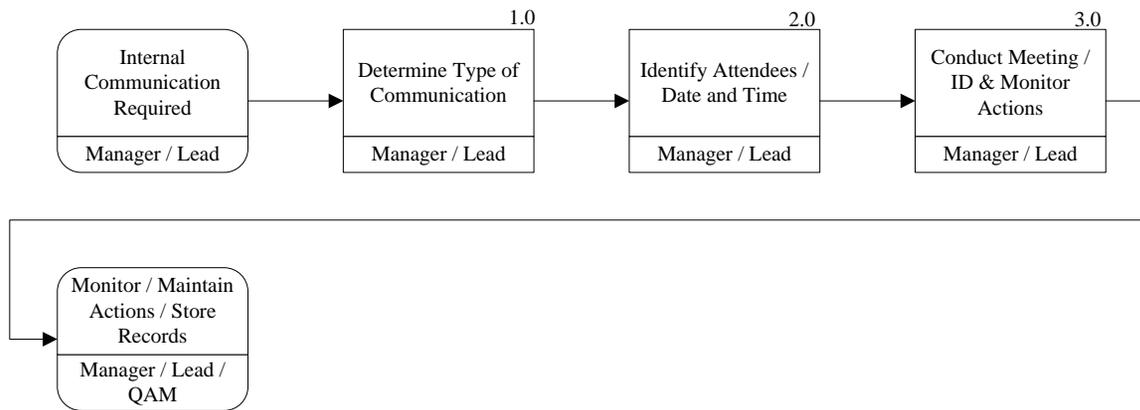
IV. Definitions

Communication Methods:

- **Employee Briefings – (Quarterly)** Management conducts a BSMR meeting for the purpose of communicating the promotion of awareness of customer requirements, results of Management Review, and other information related to the general direction and objectives of the EOTA organization. In addition, resource issues and customer satisfaction may also be discussed, as required.
- **Business System Management Review – (Quarterly)** A detailed review of the EOTA Management System to ensure its continued suitability and effectiveness and assessing opportunities for improvement.
- **Program Reviews – (as required)** A review of current and future programs with the customer.

- **Group Meetings – (as required)** Communication designed for planning and gaining status from employees as required by EOTA Management.
- **Integration Group Team Meetings – (Monthly or as required)** Conducted with the IG-Team members to review the BSMR for needed improvement including review of CAR/PAR/IO, internal audits, metric results, and other activities in support of the EOTA business and customer needs.
- **Other Communication – (as required)** Other communication mechanisms as determined by EOTA management and the customer.

V. Process





Internal Communication Required

1.0 Determine Type of Communication

The manager/lead or designee will determine the communication method including:

- Employee Briefings
- Business System Management Review
- Program Reviews
- Group Meetings
- Integration Group Meetings

2.0 Identify Attendees, Date and Time

The meeting manager/lead/designee will determine attendees, date and time, based upon the communication method.

3.0 Conduct Meeting/ID & Monitor Actions

The meeting manager/lead/designee will prepare for and conduct the meeting. The meeting manager/lead/designee and/or attendees will identify and monitor/maintain actions resulting from the meeting if required and provide a copy to the QAM. At minimum, the records will be stored, if identified on REG-003, Record Register.