SC Quality Management System (QMS) Communications

Revision and Approval

Revision	Date	Nature of Changes	Approved By
0	07-31-2020	Original Issue	Richard Foley

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Background

This process establishes Structure Construction (SC) roles, responsibilities, and procedures for organizational communication of the Quality Management System (QMS) through the *SC Communication Plan* as required in the *SC Quality Manual*, Section 7.3, *Awareness*.

The *SC Communication Plan,* in coordination with the *DES Communication Plan,* addresses communication internally within the organization and with external stakeholders.

The *SC Communication Plan* is a summation of the communication requirements within each Bridge Construction Memo (BCM), the Area Construction Manager (ACM) Desk Manuals, and this BCM.

Process Inputs

1. *SC Quality Manual* requirements for Section 7.3, *Awareness*.

Procedure

1. All work associated with this process is charged as Project-Direct – Construction or Overhead as appropriate.
2. SC Deputy Division Chief:

a. Promotes QMS awareness by communicating the purpose of the SC Quality Policy, Quality Objectives, benefits of the QMS and risks of not using the QMS, in the following ways:

i. At meetings with stakeholders, such as:

1. Other Division of Engineering Services Managers.
2. Caltrans Headquarters and District management.
3. Local agency management.
4. The public.

ii. Internally within Structure Construction:

1. At annual Winter Training.
2. At annual BCE meeting.
3. At monthly ACM meetings.

b. Encourages questions from SC staff regarding the purpose of the QMS.

c. Develops examples of how the QMS benefits SC staff and communicate them.

3. SC Managers:

a. Promote QMS awareness by communicating the purpose of the SC Quality Policy, Quality Objectives, benefits of the QMS and risks of not using the QMS, in the following ways:

i. At meetings with stakeholders, such as:

1. Other Division of Engineering Services Managers.
2. Caltrans Headquarters and District management.
3. Local agency management.
4. The public.

ii. Internally within Structure Construction:

1. At staff meetings.
2. At field office meetings with staff.

b. Deliver a consistent message of how the QMS benefits SC staff.

4. SC Supervisors:

a. Promote QMS awareness by communicating the purpose of the SC Quality Policy, Quality Objectives, benefits of the QMS and risks of not using the QMS, in the following ways:

i. At meetings with stakeholders such as District Management.

ii. Internally within Structure Construction:

1. At safety meetings.
2. At annual performance reviews.

b. Deliver a consistent message of how the QMS benefits SC staff.

5. SC Staff:

a. Know the SC Quality Policy, the Quality Objectives, and where they can be found.

b. Gain an understanding of the benefits of the QMS, how you contribute to the effectiveness of the QMS, and the risks of not using the QMS.

c. Participate in review of QMS processes and expectations with supervisor and/or ACM at meetings and during performance reviews.

6. SC QMR:

a. Coordinates continual improvement of the SC QMS communication messaging at Management Review meetings per BCM G-1.01, *SC Management Review*.

b. Conducts audits and surveys of SC staff per the *SC Quality Manual*, Section 7.4, *Communication*, and Section 9.2.2, *Audit Program*, and BCM G-1.04, *SC Audit Program*, that measure the effects of the SC Communication Plan.

Process Outputs

1. Audit and survey results of the *SC Communication Plan*
2. Continual improvement of the *SC Communication Plan*

Attachments

None