

DIRECTORATE OF INDUSTRIAL TRAINING (DIT)
MINISTRY OF EDUCATION AND SPORTS
P.O Box 20050, Kampala, Uganda
TEL: 0414259412/0414251256

Document No: DIT-PRO-OP-001

Effective Date: Jan/2021

Document Title: Public Relations and communications procedure

Issue No: 01

Rev. No: 0

1. Scope

This procedure is applicable to the Internal and External Communication and consultation with interested parties for the Activities, Processes, Services of the directorate covered under the DIT Quality Management System.

2. Purpose

To establish, implement & maintain a Procedure for Communication, participation, and consultation with regard to DIT Quality Management System.

3. Terms and Definitions

- A& C: Assessment and certification department of DIT
- QS: Qualification Standards department of DIT
- Communication: It is the process of meaningful interaction among persons of an organization & external interested parties related

4. Responsibility

The head of public relation, in collaboration with the Human resource officer are responsible for implementing this procedure

5. PROCEDURE

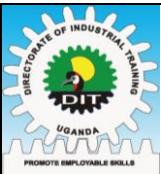
5.1. The Communication with Internal and External Agencies shall be done in order to ensure that:

- Internal functions at various levels are aware of the DIT Quality Management System including policies, procedures, and guidelines.
- The Communication from Interested Parties is received, documented and responded to the concerned.
- Processes for Communication with External Interested Parties on Significant quality aspects of the DIT services are considered.

5.2. The decisions taken regarding the concerned DIT quality management Issues raised by any of the Interested Parties shall be routed through QMS leader.

5.3. The following table shows the various methods by which the Internal and external communication is established and the responsibility for the same.

Written by	Reviewed by	Approved by	Approval date
QMS Leader	Director, QS	Director, DIT	Jan.2021



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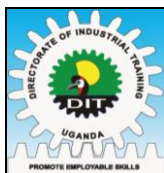
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5.3.1 INTERNAL COMMUNICATION

S/N	Topic For Communication	Personnel To Be Communicated to	Resp. For Communication	Mode Of Communication
1.	Awareness on the purpose of DIT Quality Management System	All Employees	QMS leader, Human resource officer	Notice Board & Training Programme
2.	QMS Policy	All Employees	QMS head, Human resource officer	Poster, Cards, Display boards & Training
3.	Role & Responsibility	Concerned Employees	Respective Head of the Departments & HR	Work Instruction / Procedures
4.	Objectives And Targets	All employees	Respective Head of the Departments	Group Discussion, Management Review Meeting, Posters
5.	QMS Issues	Concerned process Heads	QMS leader	Emails, Minutes of Meetings, Notes Presentation.
6.	Legal and other regulatory requirements.	Concerned Employees	Legal Team	Mail mentioning legal requirement, Minute of Meeting.
7.	QMS Performance	Management Review Committee	QMS leader	Management Review Meeting

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5.3.2 EXTERNAL COMMUNICATION

S.No.	Interested Party	Topic For Communication	Mode Of Communication	Resp. of Receiving, Recording and Communicating
1.	Customer	Any relevant Information as required by the Customer	Verbal/ Letter/ emails/press	Public relations
2.	Local Community	Any public Concerns raised	Verbal / Letter/ emails	Public relations
3.	Supplier	Any Issues raised; Significant Impacts / Risks from their operations.	Letter/ emails	procurement
4.	Visitors / Contractor's	Any Issues raised; Significant Impacts / Risks from their operations.	Verbal/ Letter / Notice board/emails	Concern HOD's
5.	Banks & Insurers	Relevant Information as required	Letter/emails	Administration
6.	Media	Initiatives taken by Organization & Subsequent Development	Press-Release, Interviews, Presentation at Seminar/websites	Director
7.	Regulators (Govt. Authorities, Ministries)	a) Response to Show-Cause b) Consents	Letter/emails	Director

5.4. DIT quality Policy shall be circulated to all suppliers to generate awareness. The key suppliers

5.5. Internal Communication is established between the various levels of the Organization (i.e., Top down, bottom up and Horizontal communication channels) concerned department heads to their employees and to express their concerns/suggestions of employees, the suggestion box is made available at the factory.

5.6. The quality Policy is made available at main the gate for Visitors / Security. Any Concerns from Interested Parties shall be recorded.

5.7. Concerns if any, raised by external interested parties are communicated through the proper channel through public relations.

5.8. Awareness shall be given to the Security about the importance and purpose of the quality Management System, including Awareness on Environmental Policy and communication.

5.9. Employee Participation and Consultation

5.9.1. Participation:

Employees / Workers are involved in Aspect and Impact analysis, hazard risk identification & risk assessment also the identification of necessary control measures. Employees are also involved in the development of DIT objectives. During risk assessment & determination of control measures due consideration is given to identify Quality objectives. Workers are involved in incident investigation & details of investigations are recorded.

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