



SC 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 F-1](#), *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 F-3](#), *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