

	MADANAPALLE INSTITUTE OF TECHNOLOGY & SCIENCE		
	Procedure for External Communication		
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1. PURPOSE

To ensure proper external communication to various external interested parties and legal bodies.

2. SCOPE

This cover external communication relating to EOMS requirements with suppliers, stake holders, learners, legal bodies and other external agencies.

3. RESPONSIBILITY

EOMS Coordinator is responsible for effective operation of this procedure.

4. PROCEDURES

- EOMS has defined and implemented a two-way communication process for ensuring that Learns and contactors working for the organization are aware of the organization's policies and objectives and how it applies to them.
- Communicating with learner through feedback forms, emails and documenting the complaints and communicating to internal staff for root cause analysis and ensure the learner satisfaction
- Communicating with prospective stake holders and establishing communication channels describing about the EOMS.
- Communicating with statutory and regulatory bodies through letters and meetings and maintaining the records. MITS also keeps updating the legal requirements through literature from law book companies.
- Any feedback/suggestion from the external bodies relevant to EOMS is documented and discussed with concerned personnel of the organization

RECORD: Refer: All relevant Communication Record