

<b>FP – 7.4.2 Communication matrix</b>	<b>DD's Bakery</b>
<b>August 2023 – Version 2</b>	
<b>Food Safety Management System</b>	

Communication matrix					
No	Sender (who)	Term (about what)	To (with whom)	by (how)	Duration (when)
1	Managing director	Meeting	to participants	Email, Sheet paper in blackboard	When necessary
		Announcements	to all employees		How necessary is
2	Customer	Request	Office Manager (Meagan)	Email, Fax, Phone	No estimate
		Change	Office Manager (Meagan)	Email, Fax, Phone	No estimate
		Contract	Office Manager (Meagan)	Email, Fax, Phone	No estimate
		Test & Inspection	Office Manager (Meagan)	ITP, Email, Phone	No estimate
		Complaint	Office Manager (Meagan)	Form, Phone, Email	No estimate
3	Employee	Vacation notification	Managing Director (Hesam)	Submit form	Immediately
		Sick note	Managing Director (Hesam)	Phone, submit form	Immediately
		Accident report	Office Manager (Meagan)	Oral, Phone	Immediately
		Error report	Managing Director (Hesam)	Oral, Phone, Form	Immediately
4	FSM	Document work	Department/employee concerned	Email, Submit documents	When necessary
		Meeting	applicable departments/employees	Email, former meeting	When necessary
		Training	Department/employee concerned	Form, Email	As planned
5	Any department	Error report	department concerned	Submit form	Reported immediately

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		Daily interactions	Department/employee concerned	Phone, Email Sheet paper in blackboard	Daily
		Announcements	to all employees		When necessary
6	Office Manager (Meagan)	Request	Customer	Offer form, Email, Fax	1-3 workdays
		Order-related	Customer	Phone, Email, Fax	1 workday
		Contract-related	Customer	Phone, Email, Fax	1 workday
		Test & Inspection	Customer	ITP, Email, Phone	1-3 workdays
		Complaint	Customer	Form, Phone, Email	As soon as possible