THE UNIVERSITY COUNCIL OF JAMAICA

UCJ – ISO 9001:2015 Certification Project
Communication Plan

Ref #: UCJ/311/6

1.0   Introduction

The University Council of Jamaica is working to achieve the ISO 9001:2015 Certification by March 2018. As the organisation prepares to achieve this certification, internal and change communication will play a crucial role in the project's success.

2.0   Communications Objectives

1. To foster an environment that focuses on delivering quality services at all levels through a sustained communications programme
2. To keep staff informed and motivated throughout the project (*to ensure that all staff are aware of QMS system requirements and implications of not conforming to QMS requirements*)
3. To ensure that ongoing feedback is received from staff and their input sought throughout
4. To share useful information about the ISO 9001:2015 certification and the stages that the project will take
5. To communicate how ISO will affect each employee's output and daily workflow
6. To explain how ISO will continually improve the UCJ's levels of efficiency and customer-focus

3.0   Outcomes

The UCJ's desired outcomes:

- The UCJ is ISO 9001:2015 Certified by March 2018.
- High level of customer satisfaction
- High level of staff satisfaction
- The UCJ taking a risk-based thinking approach
- Ongoing improvements

4.0   Target group:

- Staff
- Council members

5.0   Execution Timeline: During the period, **April 2017- March 2018,** the UCJ will embark on a wide range of communication activities that are aimed at increasing

awareness of the ISO and about the ISO 9001: 2015 certification project. From **April 2018** onwards, the UCJ will continue its communications programme following internal feedback and evalutation.

6.0   Media/Tools
- ✓ UCJ News
- ✓ UCJ Internal Update
- ✓ The UCJ intranet
- ✓ Email
- ✓ Notice board and Quality Walls
- ✓ Brochures
- ✓ Wall Plaques

7.0   Implementation Strategies

Objective	Tactics/Outputs	Timescale	Responsibility	Outcomes/Evaluation /Comments
To foster an environment that focuses on delivering quality service at all levels through a sustained communications programme	• UCJ Internal Update • Quality Fridays (activities/work geared towards ISO certification) • Introduction of the UCJ Intranet • Intranet to be the landing page on all computers	• **Ongoing**	• Senior Management and ISO Quality Team • Communications Unit • HR and Administrative Unit • IT Department	Feedback from meetings
To keep staff informed and motivated throughout the project and knowledgeable about the quality policy and objectives.	Reintroducing UCJ Values: **ISO WALL and UCJ Intranet**	a) **June: Integrity**	**ISO Quality Culture Team**	
		b) **July: Excellence**	**ISO Quality Culture Team**	
		c) **August: Service**	**ISO Quality Culture Team**	
		d) **September: Honesty**	**ISO Quality Culture Team**	

Objective	Tactics/Outputs	Timescale	Responsibility	Outcomes/Evaluation /Comments
		e) November: Transparency	**ISO Quality Culture Team**	
		f) January Ethics	**ISO Quality Culture Team**	
	• UCJ ISO Logo and theme (house and/or individual) competition	**May 2017**	ISO Quality Culture Team	Ongoing: Red/Integrity House submitted themes
	• **ISO Day (Afternoon) Lyme** **Impromptu UCJ Challenge Quiz**	**June 2017**	ISO Quality Culture Team	
	• **ISO Day (Afternoon) Lyme** **Penny Concert and Scavenger Hunt**	**July 2017**	ISO Quality Culture Team	
	• **ISO Day (Afternoon) Lyme** **Impromptu Poster Competition**	**September 2017**	ISO Quality Culture Team	
	• **ISO Day (Afternoon) Lyme** **Impromptu Debating**	**November 2017**	ISO Quality Culture Team	

Objective	Tactics/Outputs	Timescale	Responsibility	Outcomes/Evaluation /Comments
	Competition			
To communicate how ISO will affect each employee's output and daily workflow	• PMAS • Monthly staff meetings • Emails • Postings on the noticeboard • UCJ intranet	**Ongoing**	• Senior Management and ISO Quality Team • Communications Unit • HR and Administrative Unit • IT Department	
To explain how ISO will continually improve the UCJ's levels of efficiency and customer-focus	• PMAS • Monthly staff meetings • Emails • Postings on the noticeboard • UCJ intranet	**Ongoing**	• Senior Management and ISO Core Quality Team	

Appendices

House Listing: May 2017

INTEGRITY— RED HOUSE	EXCELLENCE— BLUE HOUSE	RESPECT– YELLOW HOUSE
R. ROSE	A. HERON	L. HENLIN
A. SUTHERLAND	E. HENDRICKS	D. BLACK
J. DUNN	D. BARRETT ADAMS	C. HYMAN
D. MINOTT	T. WILSON	K. ISAACS
W. CHRISTIAN	T. HINDS	T. MOLLISON
D. BUTLER	R. WATSON	A. LAWRENCE
M. O'GILVIE JACKSON	R. MORRIS	S. DOUGLAS–MITCHELL
K. ROBINSON	C. TRUSTY	A. PENNY
A. PERKINS	J. SCOTT	O. ANDERSON
S. HOWELL	S. LEWIN	K. GAYLE

Version	Description of changes	Approved by	Revision Date
1.0	N/A	Althea Heron (Mrs) Executive Director, UCJ	May 18, 2017
1.1	Minor changes to section 6.0 and 7.0	Althea Heron (Mrs) Executive Director, UCJ	March 23, 2018