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| **Worksheet : Internal Communications Plan** |
| **Purpose: To keep staff informed about the effectiveness of the QMS and to provide essential quality-related information in a clear, consistent and timely manner.**  |
| **Downward Communications** | **Upward Communications** |
| **Audience** | **Information** | **Mechanism****(oral or written)** | **Frequency** | **Sender** | **Feedback Mechanism** |
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