SOP: Communication Plan for Affected Production Teams

This SOP details the **communication plan for affected production teams**, outlining protocols for timely information dissemination, roles and responsibilities of communication personnel, channels and tools for effective messaging, escalation procedures during incidents, coordination with management and other departments, and feedback mechanisms to ensure clarity and responsiveness. The goal is to maintain operational continuity, minimize misunderstandings, and support team collaboration during production disruptions or changes.

1. Purpose

To establish a clear and structured communication process for informing production teams about disruptions, incidents, or changes that impact operations.

2. Scope

This SOP applies to all communication activities related to production impacts, including unplanned disruptions, process changes, and emergency incidents.

3. Roles and Responsibilities

Role	Responsibility
Production Supervisor	Initiate communication plan; ensure timely notifications to team members; liaise with Incident Coordinator.
Incident Coordinator	Coordinate all communication during incidents; escalate as necessary; document communication actions.
Communication Officer	Draft and disseminate messages; maintain template library; ensure language clarity and accuracy.
Department Manager	Approve communications; ensure alignment with management; facilitate cross-departmental coordination.
Team Members	Provide feedback; acknowledge receipt of critical communication; execute instructions as directed.

4. Communication Protocols

1. Identify and verify the incident or required production change.
2. Notify the Incident Coordinator and Department Manager immediately.
3. Draft clear, concise, and factual messages using approved templates.
4. Disseminate the message via designated communication channels.
5. Confirm message receipt and comprehension from all relevant teams.
6. Escalate unresolved issues or non-responses following the escalation procedure.

5. Communication Channels & Tools

- Production team messaging platforms (e.g., MS Teams, Slack)
- Email notifications (all-hands, targeted lists)
- Phone calls or SMS (for urgent escalations)
- Company intranet and digital notice boards
- Shift handover logs
- On-site alert systems (alarms, PA, visual signals)

6. Escalation Procedures

1. Escalate to Department Manager if critical information is not acknowledged within 15 minutes.
2. Contact upper management and Emergency Response Team if situation remains unresolved after escalation.
3. Document all escalation attempts and outcomes.

7. Coordination with Other Departments

- Share relevant updates with HR, Maintenance, Logistics, and Safety teams as appropriate.
- Assign a liaison for inter-departmental communication during major incidents.
- Conduct joint meetings/briefings in large-scale disruptions.

8. Feedback Mechanisms

- Regular post-incident debriefs to assess communication effectiveness.
- Anonymous feedback channels for team members (digital form, drop box).
- Monitor acknowledgment rates and identify areas for improvement.

9. Documentation & Review

- Maintain a log of all communications and escalations.
- Review and update this SOP annually, or after major incidents.
- Store communication templates and records securely as per company policy.

10. Appendices

- Template: Incident Notification Message
- Contact List: Production team leads and escalation contacts
- Checklist: Communication actions during incidents