

**Email template – Organization wide communication**

**Top level presentation and information sheet.**

[subject line]

Changing the way we think about quality

[email text]

Dear <insert name>

Quality has always been at the heart of our business, increasing customer satisfaction, improving efficiencies and providing quality products/services is key to our success.

ISO 9001 Quality Management Systems standard has been used by us to help manage consistent performance and service. The new version of the standard was published in September 2015.

We need to start making the changes now, and so attached is a top-level presentation and general information sheet highlighting the main things we need to consider, their impact on our organization, as well as our project plan and next steps.

We will be running workshop sessions to discuss these changes in greater detail and their impact on our operations.

In the meantime, should you have any questions, please reply to this email or contact me on <insert phone number>.

Kind regards,

<insert name and title>

[attachments]

<top-level presentation>

<general information sheet>