

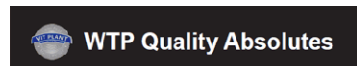


Bulletproof Quality

Quality Absolutes Quality Topic: Procedures

The People-Based Quality (PBQ) program supports quality as a value at WTP. It centers around five quality absolutes that provide clear direction about what is expected from all WTP employees. Each absolute is essential to achieving high quality and, when applied consistently, minimizes rework and errors.

Employees are encouraged to discuss the five quality absolutes in staff meetings. Over the coming week, discussion questions designed to facilitate conversations will be provided for each of the absolutes.



Procedures

Follow Procedures

- Be aware of and comply with current procedures.
- Do not proceed with work contrary to procedural requirements.
- Engage supervisor or SME if requirements are unclear.

Hold Points

Achere to Hold Points

- Follow actions that must be performed prior to proceeding with an activity.
- Provide adequate time for thorough reviews and comment resolution.
- Communicate early and often with your supervisor and coworkers to ensure hold points are understood and followed.

Signature

Own Your Signature

- Know and understand what you are signing; sign to demonstrate that you are willing to stand behind the work.
- Apply your signature only when you have fulfilled your responsibilities.
- Self-check your work before signing or sending electronic approval.

Stop When Unsure

Exhibit a Questioning Attitude

- Ask questions or air work topics that you may not fully understand.
- Encourage and respect a professional questioning attitude.
- Recognize that you are encouraged and expected to ask questions when something looks wrong.

Quality Absolute: Procedures

Follow procedures

- Be aware of and comply with current procedures.
- Do not proceed with work contrary to procedural requirements.
- Engage supervisor or SME if requirements are unclear.

Discussion Questions

- Why is it a good idea to review a procedure or work package before starting work?
- As a user of a procedure/work package, how can you help improve its quality?
- Where do you go to obtain information when you need help on the interpretation of a procedure or work package step?

The quality absolutes are posted throughout project offices and the construction site and are available to print on the WTP homepage.