



Bulletproof Quality

Quality Absolutes Quality Topic: Stop When Unsure

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. Discussion questions designed to facilitate conversations will be provided for each of the absolutes.



Quality Absolute: Stop When Unsure

Exhibit a questioning attitude

- Ask questions on any 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.

Discussion Questions

- During a task, what should you do when you feel that something isn't right?
- What are possible consequences for not stopping to ask questions about a task when you are unsure of expectations?
- Discuss some examples of situations when someone not stopping to ask questions could result in a quality problem.

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