



WTP Quality 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.

Task Briefs



Conduct Pre- and Post-Task Briefs

- Ensure all stakeholders are aware of quality expectations.
- Engage supervisor and SME if a task/assignment is not readily understood.
- Pre-task briefs should cover the task purpose and assignments, risks, and mitigation, previous lessons, and any questions or concerns.
- Post-task briefs should cover best practices and lessons learned.

Hold Points



Adhere 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 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.