



Bulletproof Quality

Quality Absolutes Quality Topic: Hold Points

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.

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.

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.

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 does not seem right.

Quality Absolute: Hold Points

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Discussion Questions

- What hold points are applicable to the work you are doing? Why do you think these hold points are important?
- How can you use hold points to improve the quality of your work?
- Why is it never okay to bypass a hold point?
- What do you do if you miss a hold point?

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