



Bulletproof Quality

Quality Absolutes Quality Topic: Signature

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 really 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.
- 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.
- Ask Questions**
 - Ask questions on any work topics that you may not fully understand.
 - Emphasize and respect a professional questioning attitude.
 - Recognize that you are encouraged and expected to ask questions when something looks wrong.

Quality Absolute: Signature

Own your signature and apply it when you have fulfilled your responsibility

- 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.

Discussion Questions

- What error prevention tools can you use to verify that your product is complete and correct before you “sign it” as done?
- What error precursors indicate that a peer check is a good idea?
- When you click “complete” on a PIER action, is it considered a signature? Should it be?

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