



Bulletproof Quality

Quality Absolutes Quality Topic: Task Briefs

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 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.

Minimum 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.

Quality Absolute: Task Briefs

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Discussion Questions

- What should you talk about during a pre-job brief to ensure you do the task right the first time?
- When should a pre-job brief be re-performed?
- Describe one of the best or worst pre-job briefs you have experienced and why it was good or bad.
- What tasks are you working on that could benefit from a post-task brief?

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