The Power of Your Signature

Quality topics are available to ensure the project's standards for quality are met. Employees are encouraged to read the topic aloud at meetings, and then lead a discussion, using the questions provided to engage others. The purpose is to support the efforts of all WTP employees to provide bulletproof quality.

Your "John Hancock"

Your signature is powerful, and, in this day and age, an electronic signature is just as powerful as a physical signature. Consider some of the documents you sign in your personal life: a check, tax return, lease, mortgage, loan application or marriage license. When you place your name on any of these documents, you take personal responsibility for the terms of the document.

Your Signature States That You Approve The Content

WTP employees sign documents for a number of reasons. For example, engineers endorse drawings as technically correct. Subcontract coordinators or technical representatives agree that charges are accurate and adhere to the subcontract parameters. Craft, field engineers and superintendents ensure that work packages include a properly defined work scope and that all reasonably anticipated hazards are identified. Each of these documents contributes to building a safe, high-quality WTP on time and within budget.

As such, employees should review all documents carefully. If you are not comfortable signing a document for any reason, **do not sign it**. Raise all issues, ensure they are addressed and then sign. Don't rely on the next person in the review process to identify oversights or fix mistakes. Quality is best achieved when document originators own the quality of what they originate. If you are not sure a document is accurate or that it fully complies with procedural, customer and regulatory requirements, ask questions. Talk to your supervisor or manager. Your signature, once given, should indicate your confidence in the workmanship of the document.

Discussion Questions

1. How is quality improved by owning your signature on documents?

2. What personal or project-related consequences could arise from signing a document that is not accurate?

3. When you click the complete or submit button on an electronic document, such as a PIER, is it the same as signing a document?

4. When is it acceptable to sign documents for someone else?