

QUALITY MOMENT

Quality Tenet Self Verifications

Proactive conversations to identify improvements that prevent Cost of Poor Quality (COPQ), quality escapes, and waste. A tool to build upon our quality culture.

What are they not?

- A process to record lessons learned
- Records of non-conformances
- A tool to document general concerns
- A way to blame or criticize

Remember:

- Identifying gaps early **is positive**; this corrects behaviors and avoids COPQ and quality escapes.
- Be specific and concise when reporting.
- Ensure that gaps are immediately addressed.
- Verifications drive process improvement projects, inputs for Lessons Learned or Non-Conformance.

