



Quality Leadership Initiative Principles

1. Quality is Job #1! It is our responsibility, our job security, and our future!
2. Zero Defect Mindset — "Don't take it, Don't make it, and Don't pass it on."
3. Relentless daily focus on Quality.
4. Ensure people have the necessary skills and tools to do their jobs.
5. Effective measurement and feedback for continuous improvement.
6. Help suppliers help us succeed.
7. Effective quality leadership at all levels.
8. Changes never compromise quality.
9. The Customer is our shared concern.