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*"The Union and Company recognize that it is in the best interests of both parties to resolve employees' product quality concerns as soon as possible, at the facility where they originate."
- Appendix Q*

QUALITY LEADERSHIP MESSAGE

PRINCIPLE 9:

"THE CUSTOMER IS OUR SHARED CONCERN"

It's critical that we ALL understand our customers' requirements / concerns and how we individually can impact them

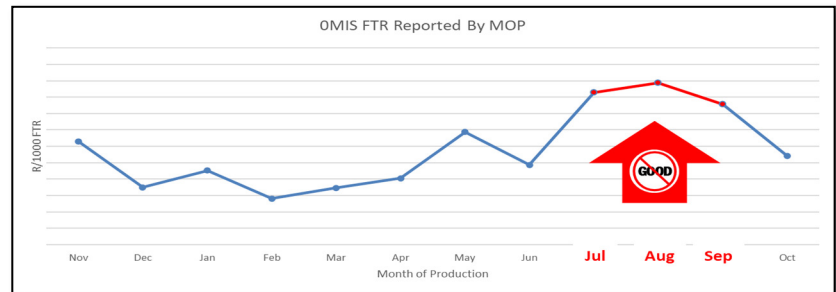
FAP02-278 Production Readiness Process After Extended Downtime is the procedure that defines the roles, responsibilities and requirements for identifying and completion of process verification quality checks along with the establishment of a product hold process for plants resuming production after seven (7) consecutive days or longer of a scheduled / non-scheduled production downtime.

FOLLOWING THIS PROCEDURE ENSURES THE PRODUCT FROM A CUSTOMER PERSPECTIVE MEETS IT'S INTENDED QUALITY REQUIREMENTS.

From the Plant Manager to Operators on the shop floor, we **ALL** have a responsibility to follow our processes, procedures, and standards to deliver **QUALITY** to our customers.

On average after July shutdown, we as a company have an **INCREASE** of concerns (O MIS) to our customers.

Your help is needed to minimize these concerns and deliver consistent **QUALITY**.



The tools provided to support Appendix Q include:

Stop Button, Quality Concern Resolution Processes (QCRP) and the Quality Hotline

STOP THE OPERATION PROCEDURE (STOP BUTTON)

- A jointly written agreement signed by UAW Chairperson and Plant Manager **giving YOU the right to stop the operation if quality is compromised**
- This process ensures that concerns are immediately addressed



QUALITY CONCERN RESOLUTION PROCESS (QCRP)

It is the intent of both the UAW and Management to **resolve** all communication and Quality issues at the **LOWEST POSSIBLE LEVELS** before using the QCRP. If issues cannot be resolved, then the following QCRP should be used:

- Employee discussion with the Process Coach. The Quality Rep or Committee Person will assist if requested.
- If unresolved, the employee, Quality Rep or Committee Person will **document the concern on THIS QCRP form** for further discussion with management.
- If still unresolved, the concern should be **escalated** to the Local Quality Committee (LQC), Operations Quality Committee (OQC), or National Quality Committee (NQC).

PLANT/UNIT NAME			
QUALITY CONCERN RESOLUTION REQUEST			
Customer Name		Shift	
Submitted by (Employee/Team)	Department	Shift	Date
Describe Quality Concern			
Date of Occurrence	Supervisor Signature		
Corrective Action Implemented: Yes No	UAW Signature	Date	
Corrective Action Commitment Action			
Corrective and/or Commitment Action Implemented: Yes No	Date		
UAW Signature	Supervisor/Manager		
Corrective and/or Commitment Action Implemented: Yes No	Date		
Local Quality Committee Signature: Bargaining Chairperson	Plant Manager		

QUALITY HOT LINE

Reasons to call:

- If you have a quality concern that is not addressed in a timely manner by management
- Product concerns/quality matters that have been ongoing
- If you are instructed to ignore a known quality concern
- If you feel pressured to ignore a quality concern



The Quality Hot Line should only be used if you are not satisfied with the DOCUMENTED QCRP

QUALITY IS: OUR RESPONSIBILITY ♦ OUR JOB SECURITY ♦ OUR FUTURE!