



44

*A 44 Problems per 100 Improvement  
will make F-150 JD Powers BIC Large  
Light Duty Pickup*

**"QUALITY IS UP  
TO ME!"**



# Quality Leadership Initiative (QLI) Principles

## "QUALITY IS UP TO ME!"

Team Members & Team Leaders

- 1. Quality is Job #1! It is our responsibility, our job security and our future!**  
*Example: "Quality starts with me, coming to work every day, following standardized work and notifying someone when I have a problem or can't finish my work."*
- 2. Zero Defect Mindset – "Don't take it, Don't make it and Don't pass it on."**  
*Example: "Build in-station per the operation's control plan. This does not mean all stations stop every time. It's about knowing and following what the reaction plan states."*
- 3. Relentless daily focus on Quality.**  
*Example: "It's critical that we follow the work that is expected of each and every one of us ... every cycle, every hour, every shift and every day (operator instruction sheets, roles and responsibilities)."*

Process Coaches & Team Managers

- 4. Ensure people have the necessary skills and tools to do their jobs.**  
*Example: "Employees must understand what is expected of them and be provided with the respective acceptance criteria, control plans, tools and training."*
- 5. Effective measurement and feedback for continuous improvement.**  
*Example: "Provide meaningful and actionable metrics with a closed loop process of communicating progress."*
- 6. Help suppliers help us succeed.**  
*Example: "Suppliers are an extension of our company and deal with issues as we do. We must treat them as we do ourselves ... with facts/data and put the emotions aside."*
- 7. Effective quality leadership at all levels.**  
*Example: "I change, we change and only then will Quality change ... all levels of the organization must walk the talk."*

All

- 8. Changes never compromise quality.**  
*Example: "Change is a given in our business. Therefore, it's critical that we have robust processes in place to manage change (product and/or process)."*
- 9. The Customer is our shared concern.**  
*Example: "It's critical that we ALL understand our customers' requirements / concerns and how we individually can impact them."*