



Bill Ellis
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Committee



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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

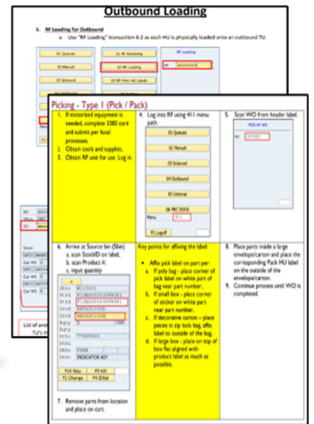
PRINCIPLE 9: "THE CUSTOMER IS OUR SHARED CONCERN"

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

Standardized Work Instructions are the best known documented method to perform tasks in a **safe, quality, efficient, consistent and repeatable** manner. These documented work instructions should be understood and followed without excuse.

FOLLOWING OUR PROCEDURES AND PROCESSES ENSURES THE PRODUCT FROM A CUSTOMER PERSPECTIVE MEETS IT'S INTENDED QUALITY REQUIREMENTS.

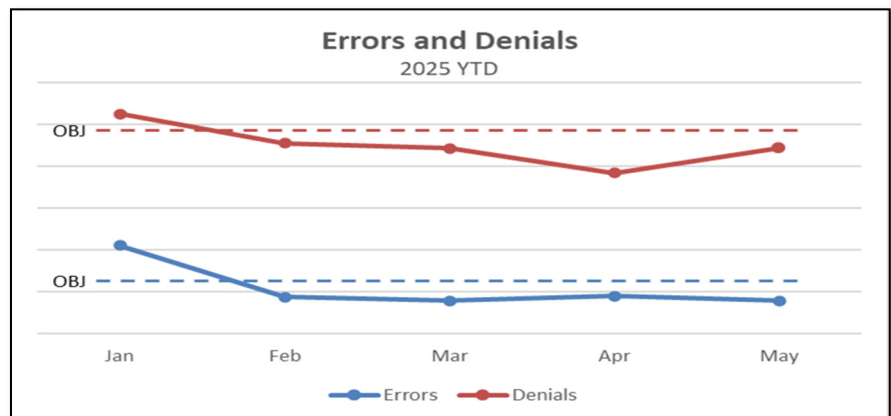
From the Building Manager to Operators on the shop floor, we **ALL** have a responsibility to follow our processes, procedures, and standards to deliver **QUALITY** to our customers.



CONGRATULATIONS ... as a Network ... we are performing **better than objective!!!!**

Your help is needed to continue **minimizing** customer concerns and deliver consistent **QUALITY** to become **"Best In Class"**.

Speak up if you have a quality concern and be the voice of the customer.



The tools provided to support Appendix Q include:
Quality Concern Resolution Processes (QCRP) and the Quality Hotline

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

Control Number: _____

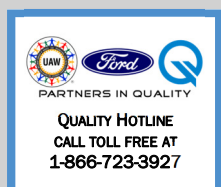
Submitted by (Employee/Team)	Department/Area	Shift	Date
Describe Quality Concern:			
Date of Discussion:		Supervisor Signature:	
Corrective Action Implemented: Yes No		UAW Signature: _____ Date: _____	
Corrective and/or Containment Action:			
Corrective and/or Containment Action Implemented: Yes No		Date: _____	
UAW Signature: _____		Superintendent/Manager: _____	
Corrective and/or Containment Action Implemented: Yes No		Date: _____	
Local Quality Committee Signature: _____		Plant Manager: _____	

May 22, 2025

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!