

QUALITY MOMENT

Introducing Quality Tenets

Quality Tenets are specific actions or behaviors that verify conformance to processes during service performance and product development.

Implementation prevents quality escapes and reduces **COPQ**.

Be mindful of these tenets and their prevention behaviors during all aspects of execution.

1. Understand customer requirements

2. Work within our capabilities

3. Work to the right plan

4. Manage risk

5. Manage change

6. Validate the work



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