

# Tools for Life – Weekly Health & Safety Meeting



## Home Healthy - Home Safe

Date: June 2023

### Quality – What is it?

Quality can be defined as “fitness for use”, “customer satisfaction”, “doing things right the first time” or “zero defects.” Apollo employees define quality as “meeting the customers requirements.” No more, no less. We also believe in quality relationships with customers, suppliers, subcontractors, and each other is key to long term success.

How important is quality to Apollo? It is very important to Apollo, so important that it is one of six Apollo values.

How does Apollo assure quality on our projects and processes? Apollo has a quality system that consists of quality programs, that frame our quality assurance and define our quality control. Contract specifications, standards, codes, and engineering requirements also will define quality requirements that may be above and beyond Apollo program requirements or may supersede Apollo program requirements.

What do you need to know about quality? Before you start work, or a work activity make sure you understand the quality requirements associated with that activity or task. You might need a specific weld certification, there could be material controls, or traceability requirements (records) or inspection/verification requirements.

**HEALTHY OR SAFETY REMINDER:** Production shall not override quality decisions, examination interpretations, or nonconformity determinations of Quality Assurance personnel and all Apollo personnel have the authority to “stop work” where items or processes do not meet Quality program or Contract Specifications.

What are some of the consequences of not following quality requirements? Ignoring, not understanding, or not following quality requirements can result in rework, lost revenue, loss of trust with customers, and a loss of reputation.

Quality is an Apollo value and has contributed to the success of Apollo and is key to the continued long-term success of Apollo.

#### Discussion Points/Quiz Questions:

1. What are the other Apollo values?
2. What are some quality requirements for our project or that you are familiar with?
- 3.