

17 POINTS OF QUALITY



1. **CUSTOMER FOCUS**

Satisfying customers through meeting their requirements and value expectations is the primary task of every employee.

2. **COMMUNICATIONS**

Verbal and nonverbal communications throughout all parts of the Agency are two-way, clear, timely, consistent and forceful.

3. **VISION**

Management establishes vision for the Agency and leads the initiative to set direction and align everyone in pursuit of the vision.

4. **PLANNING**

Planning at all levels of the Agency keeps everyone focused on its vision, goals and strategies and provides a framework for achieving desired results.

5. **ACCOUNTABILITY**

Accountability measures and indicators for Agency performance are established, analyzed and effectively used.

6. **SELECTION**

Employees are selected using criteria that promotes the needs and expectations of the Agency both in the short term and the long term.

7. **DEVELOPMENT**

People are recognized as key strategic resources. Development opportunities are provided to assure that each employee understands, supports and contributes to achieving Agency success.

8. **INVOLVEMENT**

All employees are involved in establishing and achieving initiatives for performance and improvement goals.

9. **MOTIVATION**

Employees are motivated through trust, respect, recognition and a work environment that is conducive to the well-being and growth of all employees.

10. **INFORMATION**

Required information is clear, complete, accurate, timely, useful, accessible and integrated with products, services, processes and procedures.

11. **BUSINESS ASSOCIATES**

Business associate or products and services, business associate contributions and business associate processes meet all requirements and contribute value for performance improvements.

12. **INNOVATION**

Innovation is planned and effectively utilized in developing, implementing and improving processes.

13. **INTEGRATION**

Processes and the products and services created by them are jointly designed as an integrated system.

14. CARRIERS/MARKETS

Well chosen partnerships with carriers and other markets are key to providing excellent products and services.

15. BUSINESS RESULTS

Financial and business improvement results meet objectives, show positive trends and substantiate Agency success.

16. PERFORMANCE

The Agency's products and services are managed to ensure that customer requirements and expectations are met and both quality and operational performance are continuously improved.

17. RELIABILITY

The Agency's products and services consistently provide superior value throughout the business relationship.