

President's Message

Faye Moses

WGI President



QUALITY

One of the main reasons for The Wilkins Group's success in the telecommunications world has been our commitment to a consistent quality of work. Whether you are a member of a team or an individual performing a task alone, you are ultimately charged with meeting or exceeding the level of quality required by the job or customer. As a supervisor or team leader, you have a special responsibility to encourage your team members to be aware of the need for consistent quality. Maintaining that quality in specific skill levels that tend to get repetitive in nature is a real challenge. On that note, the experts suggest that we do the following:

- *Encourage individual efforts. Give your team members individual responsibilities and rotate those responsibilities from job to job. Recognize the individual contributions made by each team member and emphasize the fact that these individual contributions all work together toward the common goal of quality on the job.

- *Offer opportunities to lead. From time to time, give each team member an opportunity to plan a job phase or take the lead in performing specific tasks.

- *Value everyone's point of view. Encourage your team members to think independently and speak their minds about how the team operates. Listen to and evaluate all suggestions that would contribute meeting our goal of consistent quality.