

## Electric Boat's Quality Imperative

As we exit one of the most intense periods of ship certification in recent times for Electric Boat including the SSN 790 PSA, SSN 791 PSA, SSN 793 and SSN 794 (in process), it's time to congratulate ourselves on a job well done. Thank you to ALL OF YOU! Many of you contributed in extraordinary ways to the Unrestricted Operations/Unrestricted Use certifications of these 4 nuclear submarines, the "Big C" in certification. Many, many more of you, in one way or another, contributed significantly to achieving the fine design, engineering, planning, support services and workmanship which has proven them to be safe warships with superior performance. You've heard it before, it's because of your excellent standards in day to day work and the associated personal certification of your work, via your signature or badge swipe, that makes these ships what they are. That's the "little c" in certification. The significance of your collective achievements is truly inspiring and watching these ships sail down the river is always an emotional thrill, knowing that in a just a few hours from departure they will safely submerge to test depth, into an environment that otherwise would not sustain human life.



SSN 793 (OREGON)  
Bravo Sea Trials

Although we are nearly done with the spike of near term certifications, it's time to think about how we can do better going forward. Similar to what you've seen with the company's re-emphasis on Safety in the last several years, we have to double down on 1st Time Quality, it's an imperative to us as a business, and to the fleet.

Our nation has a tremendous need for our product today. The pace will continue to increase. COLUMBIA ships are the Navy's top priority and MUST be delivered on time, but the Navy also needs VCS ships on time to meet the required deployment demands. Additionally, the climate in Europe has put a lot of new questions on the table.

Getting it right the first time is THE KEY to achieving these very ambitious and important commitments, not hurrying up to meet a date and potentially missing requirements or causing rework in our haste. If you are unsure on a job, if you see something is not right, or if you see a better way, raise your hand and tell your supervisor. You can make a difference in our performance! We owe the Navy, our sailors, their families, and our nation a first class product, on time, that meets the requirements the first time. Schedule pressure is always going to be a part of our business and you can help mitigate it by performing to the best of your

abilities, mentoring and coaching those that are learning, feeding back weaknesses in training and identifying opportunities to improve our procedures. By doing this, you are achieving your own personal commitment to 1st time quality and helping your peers as well. It adds up, it's that simple.



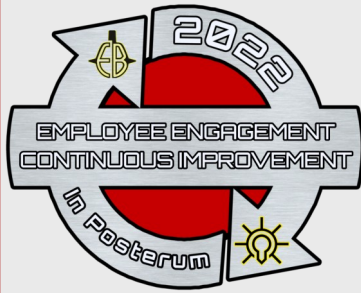
This year, all EB directors have been given goals in support of achieving first time quality throughout the company and at all sites. This effort is called the Total Quality Culture Roadmap. The roadmap process provides quantitative steps towards achieving 1st time quality in all areas of our business. These steps are targeted towards the function and/or role that your organization has in the design, engineering, planning, procurement, construction or support services associated with building submarines. This effort will take time, it's a marathon, not a sprint. It will likely take us a few years to say we have achieved our goals, but we need each of you to put your best foot forward and to help us achieve them as a team every day.

To kick it off, you will start seeing signage being posted that will put visual reminders of how important your quality product is. You may be called upon to help define what we need to do to improve quality in a Quality Improvement Group (QIG). Even if you are not, if you have good ideas, search out the QIG teams and share your thoughts! I also ask that you utilize the process improvement data bases to offer up suggestions to bake safe work practices, better quality, and more productivity into our business. The goal is for each of you to submit at least two this year. See your supervisor if you are unsure how to do this. Together, if we strive to achieve first time quality, every time, we will achieve the needs of the nation in providing critical submarine defense capabilities on time.

Thank you for all you have done so far to make our products the finest submarines in the world. Thanks in advance for thinking about how we can increase 1st time quality to help meet critical needs of our customer and how you, personally, can assure that what you do every day is done right the first time.

**Stephen Kirkup**

Director of Quality Assurance



# Continuous Improvement

## What is Employee Engagement?

Over the past two years, EB has worked on creating an environment of continuous improvement so we can all better ourselves and our workplaces. Hopefully you have been introduced to the Employee Engagement Continuous Improvement. Whether you have, or haven't, this article aims to define the core principals and some of the common misconceptions which have been encountered while working with and speaking to hundreds of you.

First let's look at the core principals and vision:

- Continuous improvement is a necessity for every business and should be engrained within our daily operations. We must seek out every opportunity for improving our daily processes.
- Every employee has the capability and responsibility for seeking opportunities to make their job and the jobs of their fellow shipbuilders safer and more efficient. In doing so, you will be providing yourself and your colleagues with a significantly more enjoyable work environment and the assurance that you will return home safe every day.
- No employee should be afraid to challenge the status quo or raise any of their concerns.
- Our leaders throughout the organizations are the champions for their employee's efforts to improve the safety, efficiency and cost of their processes.

Now, let's look at some of those misconceptions:

### **"It's a program"**

**True and false**, continuous improvement is a mindset; it's a necessary part of how we all do what we do every day. Just like safety, while it may seem unnecessary to have a goal if continuous improvement should be part of how we work, it provides a means by which management can measure how effectively themselves, their superintendents and supervisors' are engaging and leveraging their teams' experience and knowledge to make our work safer, easier and faster. It also provides documentation of improvements which may be applicable to other areas of the business.

### **"Once I submit an idea, someone will implement it for me"**

**False**, unfortunately there is no team in place to read the suggestions and ideas, then implement them or solve the problems. Continuous improvement should be central to our everyday operations. Empowering every employee to execute their suggestions after approval gives us power over our jobs, and a chance to learn new things without burdening any one person. This is not to say that we should not seek to solve those problems which may seem insurmountable. For ideas the team thinks will have the biggest impacts but might need some outside help the supervisor can elevate those to your management team, who should be your biggest advocates and champions. You can find information on how to move your ideas forward on the Help Docs tab in the CIAD ([QP PI Guide](#)).

### **"It's only the responsibility of non-management personnel"**

**False**, quite the contrary; members of EB management are expected to not only seek opportunity for improvement in their own work, but to also engage those for whom they are leaders of in continuously seeking opportunities for improving how safe and efficiently they work. They must also be a champion for their employees when the solution to a problem needs additional help to get it over the finish line.

We all need to make CI a daily routine. Three things to remember:

- We can longer "do it like we always have".
- We have to find better ways to do our work.
- We need your help to find those "better" ways.



**GENERAL DYNAMICS**  
Electric Boat



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**Matt Lyhne: 860-424-2944**

**Matthew.E.Lyhne@ehi.com**



## Model Room Open House

**Tuesday, March 22, 2022 | 11:00am to 12:30pm**

**The Model Room in Building 88 (3rd Floor) will be open from 11:00 am to 12:30 pm on March 22 for anyone who would like to stop by and take a walk through!**



### 2022 Q1/Q2 Blood Drives: Groton, New London, King's Highway, Eagle Park

- To schedule an appointment, please visit <https://www.redcrossblood.org/> and enter "GDEB" in the sponsor code box or call 1-800-RED-CROSS.
- A Shop Order will be provided at the registration table.
- Questions? Call Jennifer Gartsu at (860) 681-3834 or email [ebwellness@gdeb.com](mailto:ebwellness@gdeb.com)

#### Groton; Building 88, Floor 3 (88-3)

Tues., April 5, 2022	8:30 a.m. – 1:30 p.m.
Thurs., April 7, 2022	8:30 a.m. – 4:00 p.m.
Fri., April 8, 2022	8:30 a.m. – 1:30 p.m.
Tues., June 7, 2022	8:30 a.m. – 1:30 p.m.
Thurs., June 9, 2022.	8:30 a.m. – 4:00 p.m.
Fri., June 10, 2022	8:30 a.m. – 1:30 p.m.

#### New London; Terrace B

Tues., April 12, 2022	8:30 a.m. – 1:30 p.m.
Wed., April 13, 2022	8:30 a.m. – 1:30 p.m.
Thurs., April 14, 2022	8:30 a.m. – 4:00 p.m.
Tues., June 14, 2022	8:30 a.m. – 1:30 p.m.
Wed., June 15, 2022	8:30 a.m. – 1:30 p.m.
Thurs., June 16, 2022	8:30 a.m. – 1:30 p.m.

#### King's Highway; Conf. Rooms 102/103

Mon., April 4, 2022	8:30 a.m. – 1:30 p.m.
Mon., June 6, 2022	8:30 a.m. – 1:30 p.m.

**FAIRWATER STORE**  
EST. 1977  
by Greenwich Safety

**BLUE LIGHT BLOCK READING GLASSES**

- Blue Light Blocking glasses in stock!
- Tons of boots!
- Carhartt & Timberland apparel
- Custom Order Jackets, Rainwear, Boots, etc.

**Hours of Operation**  
Bldg 88: 8am to 4pm  
Bldg 104: 8am to 4pm  
New London: 7am to 2pm (M-W)  
7am to 1:30pm (Th)

**SAFETY**  
PRIORITY  
1  
Electric Boat

**EB Weekly Safety Briefing**  
03.13.22 – 03.19.22

**DANGER**

**IMPROPER USE  
MAY RESULT IN  
SERIOUS INJURY  
OR DEATH  
GOT IT?  
GOOD!**

Week 11

**GENERAL DYNAMICS**  
Electric Boat

Policy Statement # 13: Electric Boat Corporation has established Occupational Health and Safety as the Company's Number One Priority.

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**Always maintain 3 points of contact when using ladders!**

**DIRECTORY**

*When calling from an outside line, remember to dial 433 and the last four digits of the numbers below.*

<b>EMERGENCY</b> .....	3-3333
Ambulance.....	3-3344
Fire Department.....	3-3617
EEO Officer.....	3-4167
Benefits.....	3-4201
Employment.....	3-7386
Environmental.....	3-2791
Ethics Hotline.....	1-800-433-8442
Payroll.....	3-3702
Safety.....	3-2811
Security.....	3-5530
Van Tran.....	3-7603
Timekeeping.....	3-6604
Training.....	3-0591
Yard Hospital.....	3-3470
Rad Con.....	3-5019

The Groton WIB is produced by EB Communications.  
To submit ideas, contact rmarques@gdeb.com

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