

Do You Exhibit Model Behavior?

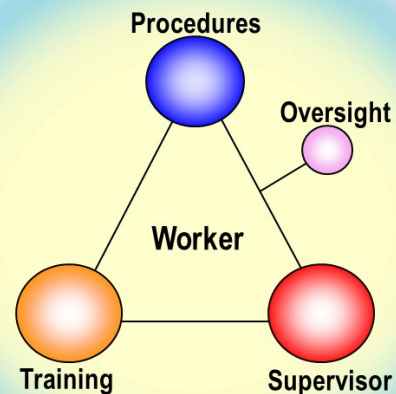
Many Supervisors and employees have started to learn about the Work Model and the numerous benefits it provides to work teams. The Work Model was developed to ensure the essential elements of any job are considered during planning and are continually assessed during execution. It was designed to prompt workers and supervisors to think systematically to anticipate circumstances that can lead to errors (error traps). During execution of work, it also helps a crew and the supervisor in watching for developing problems so that action can be taken to head problems off and avoid incidents.

The Work Model is used by keeping the legs of the triangle similar in size. For example, if you have an inexperienced worker, you should consider the size of the training sphere to be small and therefore the sizes of the procedure and supervisor spheres will need to be increased to keep the triangle balanced. What this means in practice is that more controls should be engineered into the procedure and additional supervisory presence should be applied during the work to ensure successful completion. Conversely, a more experienced worker could be placed with a junior supervisor to keep the Work Model balanced. Additionally, if preventive steps fail, the Work Model can be used as an aid during problem investigation. When problems are assessed through the “lens” of the work model, supervisors are able to identify how the evolution would have been successfully performed by a properly functioning work team, and focus on differences or “gaps” from the ideal Work Model as major weaknesses.

The three elements necessary for the successful execution of submarine construction work are Procedures, Trained Workers, and Effective Supervision. When the work requires formal quality assurance steps to be performed, a fourth element of Oversight is added to ensure certain predefined attributes of quality are achieved and met. Thus, a qualified Quality Assurance Inspector is added to the work team. In the planning and preparation phases which typically precede the performance of work,

supervisors and workers can assess the work through the lens of the Work Model and ask self-critical questions such as; is my crew trained and experienced to perform the work safely? Do they understand the quality requirements? In other words, if the orange training sphere is small due to lack of worker experience, then it is appropriate to increase the size or volume of the red supervisor sphere. The size of the blue procedure sphere could also be increased by adding more controls in the procedure until reasonable assurance in work performance can be achieved.

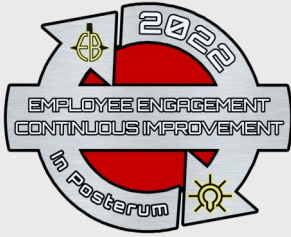
So let me ask you that same question again. Do you exhibit Model Behavior? If not, now is a good time to start! Be a role model; Commit to Excellence and use the Work Model! You’ll be glad you did!



Christian Lange

Director of Operations - Manufacturing

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



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.



****UPDATE****

Family Day at Quonset Point will now be held on Saturday, September 24th.

As stated before, this event is open to all Electric Boat employees and immediate family members (parents, siblings, children, spouses, etc). Please note that basic Electric Boat event rules and guidelines apply:

- Guests must be US Citizens and adult guests must provide a valid ID.
- No Photography/Video.
- Closed toe and flat sole footwear is strongly suggested, as tour routes go through production areas.

There will be more communications in the coming weeks with more details of the day's events and activities. Included will be instructions on how to RSVP, as registration will be required to attend Family Day.

We are happy to be bringing Family Day back for everyone to enjoy and hope to see you there!



- Hot off the presses! District of Columbia short & long sleeve shirts!
- TIMBERLAND 6" composite toe boot in stock now!
- 12' Engineering tape measures!
- EB Logo Lunch cooler - \$19

Hours of Operation

7:30 am to 4:00 pm

7 am on Wednesdays 8/10 & 8/24



Quonset Point Weekly Safety Briefing
08/07/22 – 08/13/22



How would your life, and the lives of your loved ones, change if you tragically lost your eyesight?



Week 32

GENERAL DYNAMICS
Electric Boat

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

COVID Vaccines (Primary and Boosters) available in the Dispensary every Friday from 8:00am to 4:30 PM. No Appointment required.



ECSA NEWS



Through June 2022, your ECSA contributions have supported the following local non-profit organizations:

Maddie Pott's Foundation; RI Blood Center; RI Food Bank; Artist's Exchange; Ocean State Charities; Dream Foundation; Providence Children's Museum; Wings of Freedom Animal Rescue; Friends Way; Children's Wishes; Operation Stand Down RI Boots On The Ground; Boys & Girls Club; Juvenile Rheumatoid Arthritis; Save One Soul Animal Rescue League; South County Habitat for Humanity; Judy's Kindness Kitchen; HopeHealth RI; Project Hand-Up; Alzheimer's Association; Aldersbridge Communities; Friends of Animals in Need; Sojourner House; Leukemia & lymphoma society; meals on wheels; operation smile; the providence center; the salgi esophageal cancer research foundation; east bay community action; ocean state community wellness; john p.b.r. duclau memorial foundation; Ritchie allon morse scholarship; angels giving back; the tomorrow fund; beyond the battle; mission22

To those ECSA contributors, thank you for supporting our local non-profit community and giving back. Should anyone want to sign up at anytime into the ECSA, please reach out to Blake Laverdiere @ 2-2566.