

## Entering Facilities Trouble Tickets

Designing, building, and testing the most sophisticated product on the planet is really hard. Deficiencies associated with our facilities and equipment that hinder those activities just make it harder.

We communicate deficiencies to the Facilities organization via electronic records called “Trouble Tickets” – sometimes also referred to as “UNSATS” or “Work Orders”. These trouble tickets provide the Facilities teams the ability to easily assign work, trend failure history, track resources, etc. It is critical that deficiencies be reported as quickly as possible.

Any EB employee with a computer logon can submit a trouble ticket. If you don’t have computer access, reach out to your management team and have them enter it for you.

### *What constitutes a trouble call?*

- **Safety Related Issues** – Any issue that presents a safety concern should be directed to your Supervisor and the Safety team then followed up with a trouble ticket.
- **Leaks** – Hydraulic, pneumatic, coolant etc. or roof leaks
- **Damage** – Equipment, Buildings, or Systems Malfunctioning Equipment
- **Power Issues** – Outlets, Emergency Lighting, Exit signs and lighting
- **Office Issues** – Lighting, climate, pest control, janitorial

One of the Facilities team challenges is addressing the day-to-day issues that “*everyone knows about but no one seems to fix*”. Chances are, if you have items that are not being addressed, our teams don’t know about them.

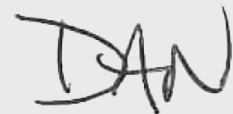
Trouble Tickets are entered from Homeport.

*Note: First time users will have to answer a few prompted questions to register*

1. Under “Popular Resources”, click the “Report Facilities/Maintenance Issues (Groton, QP, NL)”
2. Click the Single Sign On Logon - “SSO Logon”
3. Click the “Request Maintenance Service”
4. Follow the prompts to identify what you’d like to report.

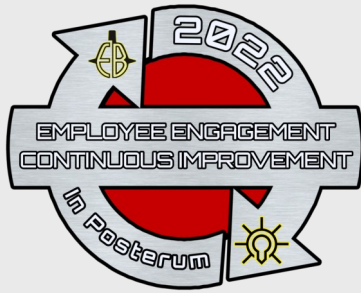
You can track the trouble tickets you submit, provide feedback, and follow up on all tickets entered. Once received, the Facilities teams will triage the trouble tickets based on business priority.

The Facilities teams want you set up for success – please help us do that by reporting facilities and equipment issues immediately.



Dan Careb

Director of Facilities & Construction Support



## CONTINUOUS IMPROVEMENT

### Solution to Your Resolution

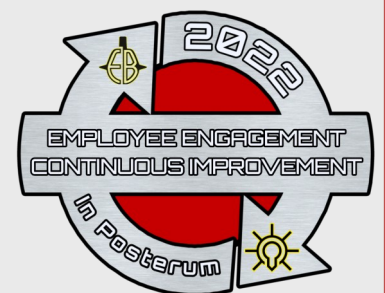
In welcoming the new year, many of us have chosen to participate in the age old practice of New Year resolutions. Whether committing to more exercise, eating better, or spending more time with family, the commitment is made to better ourselves and those around us. When it boils down, committing to improve things every year is just an example of continuous improvement.

It is surprising to learn that New Year resolutions are believed to have started in ancient Babylon some 4,000 years ago. It is even more surprising that despite 4,000 years of practice, many studies suggest that only about 20% of resolutions make it past February. It is important to look at some of the reasons why resolutions fail in order to ensure that we are setup for success from the beginning. Often times, resolutions fail because the goal set is overly ambitious or not clear and defined (“I’d like to be healthier” vs. “I’d like to lose 10 lbs.”). Resolutions can also fail when we feel discouraged by slow progress, or overwhelmed with the required efforts. Many of these factors also impact our work environment, and our commitment to improve there as well. Setting SMART (Specific, Measurable, Attainable, Reasonable, Timely) goals, with a metric to improve, is just one of the many takeaways.

Commit to a change —> Stick with it —> Track progress —> Acknowledge success when you encounter it —> Recognize that it is a marathon, not a 100 meter sprint.

### What is your New Year’s Resolution for your role at EB?

**Have a process improvement idea, or simply just want a board to bounce ideas off? Discuss your idea with your Supervisor. If additional resources are required for implementation, your Supervisor can contact Process Engineering.**





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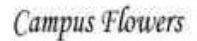
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**Hours of Operation**

Bldg 4: 9:30am to 4pm  
Bldg 104: 8am to 4pm  
New London: 7am to 2pm



**Weekly Safety Briefing**  
01/15/2023 – 01/21/2023

**200%**  
ACCOUNTABILITY



**Hot Work:**  
Any operation involving an open flame, heat, or sparks.

**When performing HOT WORK**  
*Remove, Cover, or Shield Combustibles*  
*No matter how simple the job*

**THE LAW REQUIRES YOU TO REMOVE, COVER or SHIELD ALL COMBUSTIBLES WITHIN 35' OF HOT WORK**

Week 3

**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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**DIRECTORY**

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

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|------------------------|----------------|
| <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         |