

# Igniting Millennials for Excellence



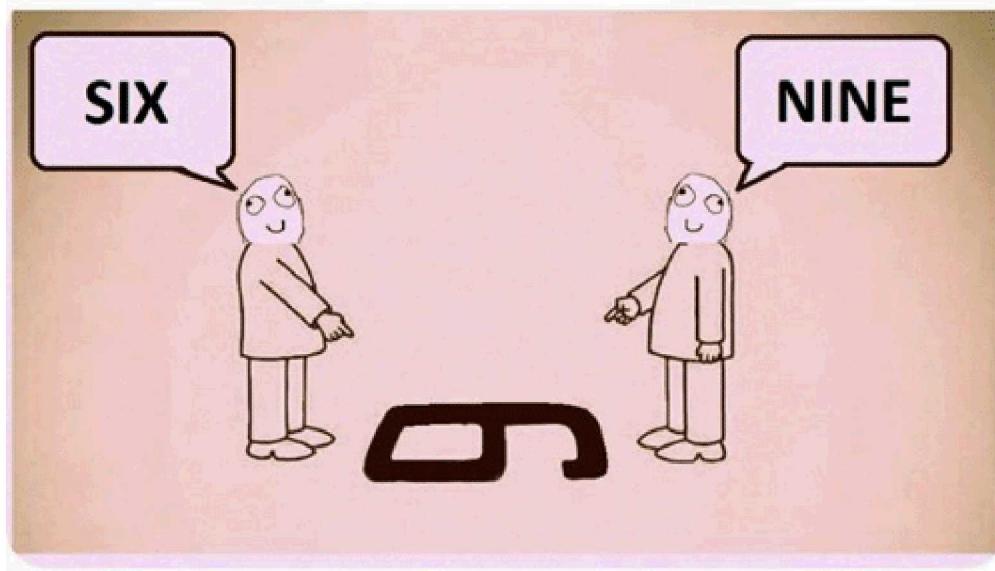
April 30, 2019

*PRESENTED BY*

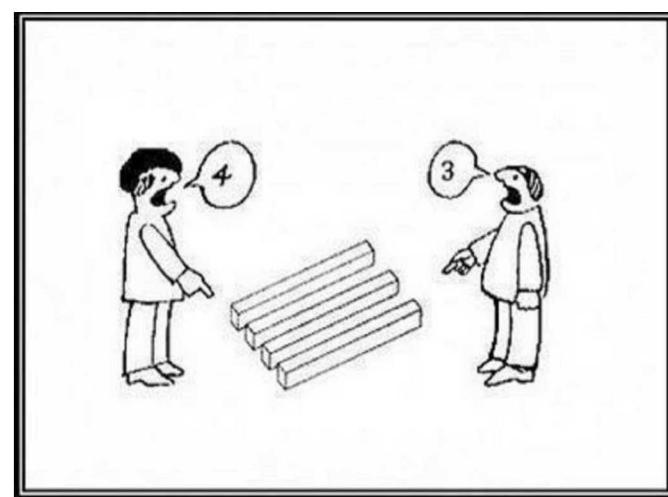
Lauren Ratliff



Just because you're right  
doesn't mean I'm wrong.



You just haven't seen  
life from my side





[Colorblindawareness.org](http://Colorblindawareness.org)



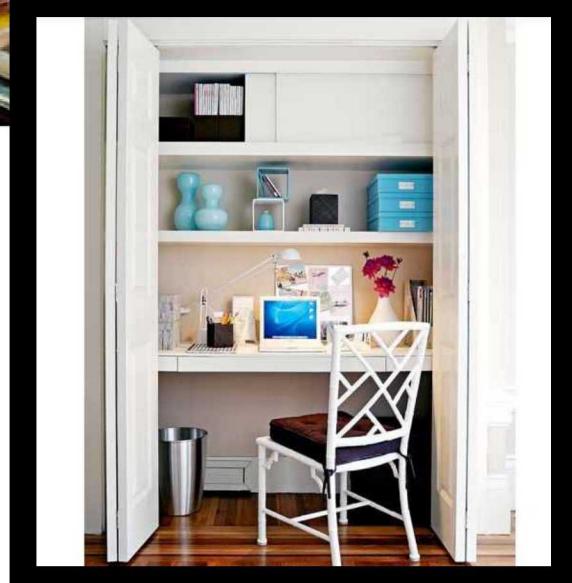
<http://aphant.asia/>



Blind in the mind: why some people can't see pictures in their imagination , November 29, 2017



The Homes of Hoarders. *Slate*. Photograph credit: Paula Salischiker





# QUALITY PARTNER PROGRAM



## PARTNERS *INTEGRATING QUALITY* ACROSS THE LABS



### CORE 4 FUNCTIONS



Risk Management



Issues Management



Corrective Actions Management



QUALITY

PARTNERS



QMS Implementation  
and Alignment

### And MORE Services

- *Corporate Quality Initiative Support*
- *Audit and Assessment Support*
- *Professional Facilitation*
- *Develop Consistent Processes*
- *Performance Metrics Assistance*
- *Quality Data Analysis*
- *Root Cause Analysis*
- ***Division Tailored Quality Support***

### Our Goal:

*Implement and sustain a fully structured approach to Quality Partnering that adds value to the customer while meeting mission deliverables.*

# Expectations Sheet

## QMA OFIs

The Quality Maturity Assessment (2014-2016) identified many division-level opportunities for improvement (OFIs).

### EXPECTATIONS

1. As an assessor: review (at least) top 10 QMA OFIs from the QMA outcomes report and address during the ISO gap assessments.
2. As a QP: review (at least) top 10 QMA OFIs from the QMA Outcomes Report with the division/center prior to gap assessment
3. Disposition top 10 OFIs during ISO gap corrective action planning.

**POC:** Halford or Jones

## ISO Corrective Action Plans

Each center creates a corrective action plan to address gaps (findings) identified in the ISO Gap Assessments.

### EXPECTATIONS

1. Assist your centers in developing corrective action plans to address ISO gaps.
2. Include QMA OFIs, where possible.
3. Assist with linking corrective action records to ISO AIS evaluation record.

**POC:** Halford or Jones

## Blue Sheets

Required NTESS updates to pre-transition (May 1, 2017) processes, procedures, and other docs. “Blue sheet” refers to a cover page that documents an assessment of a policy or procedure.

### EXPECTATIONS

1. Work with your Division to complete non-CPS related Blue Sheets by May 1
2. Track blue sheets to closure
3. There will be no extensions past May 1.

**POC:** Kharat

## Key Work Processes

**Inventory**  
9111 is creating an inventory of center-level key work processes for each division to inform Labs monitoring.

### EXPECTATIONS

1. Collect a list [or actual documents?] of key work processes from the centers in your division.
2. Submit list to Lori Wilson
3. Complete this activity even if your gap assessment isn't scheduled in Phase I.

**POC:** Ratliff

## Assessments

Assessments documented in AIS (some are not) are tracked for performance to plan.

### EXPECTATIONS

1. Communicate the new AIS process (Portillos 12-6-17 email) to division. Director approval may be required.
2. Communicate that AIS assessment records should be kept current with actual completion dates if applicable. Division may keep records open, as needed. Records are tracked by assessment SME and reported to OMR.

**POC:** Ratliff or Portillos

## Risk

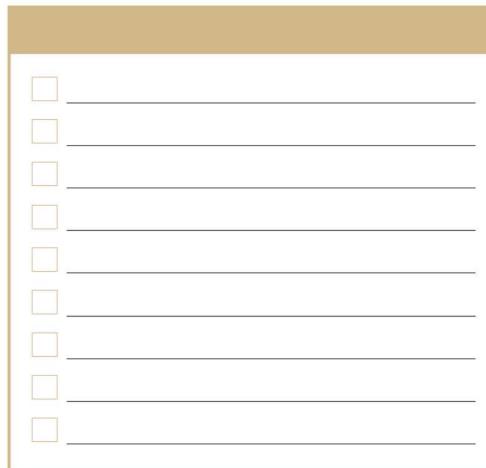
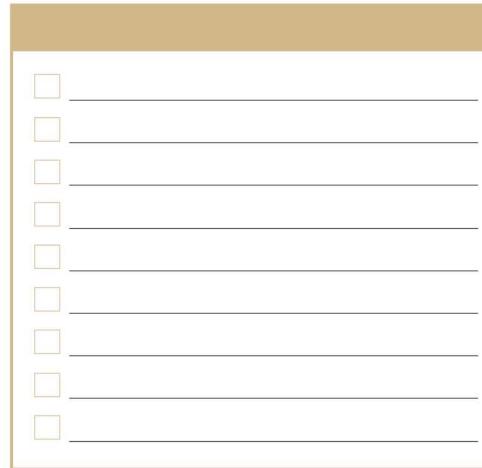
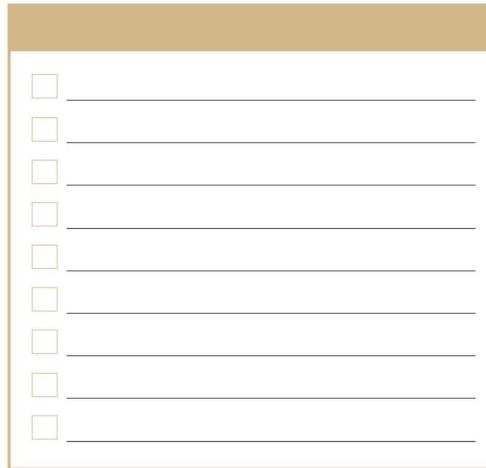
**Contractor Assurance (CAS** monitors AIS risks at Sandia Labs).

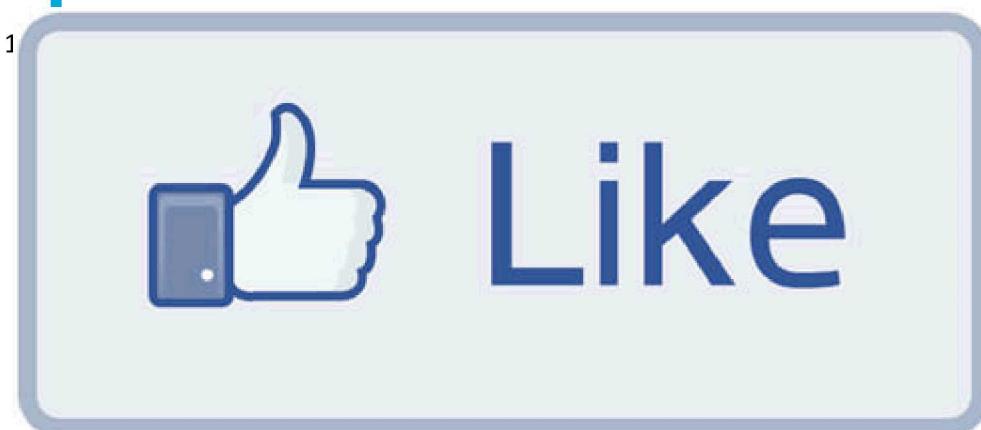
### EXPECTATIONS

1. Assist updating, reassigning, or closing the open risk records that have owners that have left Sandia.
2. Review list per McPhee email dated 10-30-17.
3. New list forthcoming 12-18-17

**POC:** Ratliff or McPhee







amazon.com

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Review Your Order

By placing your order, you agree to Amazon.com's [privacy notice](#) and [conditions of use](#)

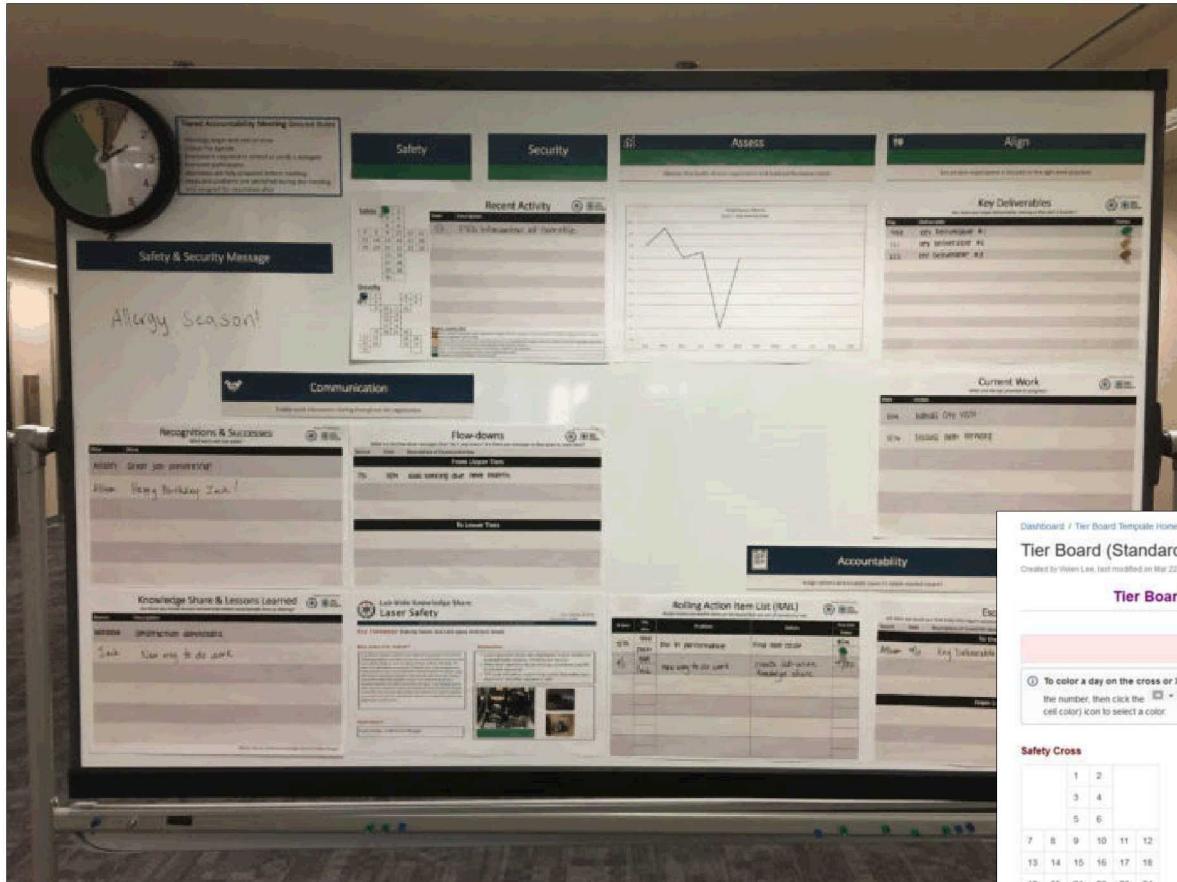
Shipping Address: Billing Information: Gift Cards & Promotional Codes: [PLACE ORDER](#)

# Status Board

PROJECT STATUS™		
PROJECT	STATUS	NOTES
1		
2 PREPARE MKT PLAN FOR TFE9000	1st Draft Submitted	
3 REWRITE PRODUCT PAGES FOR DKC	Editing 2nd Draft	
4 CONDUCT DEPT PROCEDURES AUDIT	Analyzing Audit Data	
5 FIND NEW DISTRIBUTORS FOR SJ30	Interviewing for Reg 3	Distributors for Regions 1, 2 & 5 are in
6		
7 RESEARCH ASIAN MKTS FOR KW201	Project on Hold	Reworking Process Engineering
8 RUN COST/BEN RPTS ON FTX SERIES	Reformatting Results	
9 RUN SALES ANALYSIS ON HYQ MKTS	Analysis Completed	
10		
11 WEBSITE NAVIGATION DESIGN	Revising Product I.D.	Product categories are too broad
12 REDESIGN HOME PAGE	Layout Approved	
13 PROGRAM WEB PRODUCT PAGES	On Schedule	
14 ONLINE ORDERING SYSTEM	On Schedule	
15 UPDATE PRODUCT MASTER	Linking Tag Numbers	
16		
17 DESIGN FIELD SVC TRACKING SYS.	Manpower Needed	Scope of proj. has changed & requires
18 UPDATE STQ INSTAL. INSTRUCTIONS	Editing 1st Draft	
19 INSTALL AUTOWRITE PROGRAMS	Testing	
20 REDESIGN MKT ANALYSIS REPORTS	Design Under Review	
21		
22 COORDINATE ANNYAL SALES CONF.	All Logistics in Place	Final conference notices have
23		

Magnatag

# Tier Board



**Tier Board (Standard) - 3.0**  
 Created by Vilma Lee, last modified on Mar 22, 2018

**Tier Board Leader:** '@ mention here' | **Meeting Day & Time:** 'Day and Time here'

**SAFETY & SECURITY**

**Recent Activity**

To color a day on the cross or X: highlight the number, then click the icon to select a color.

**Safety Cross**

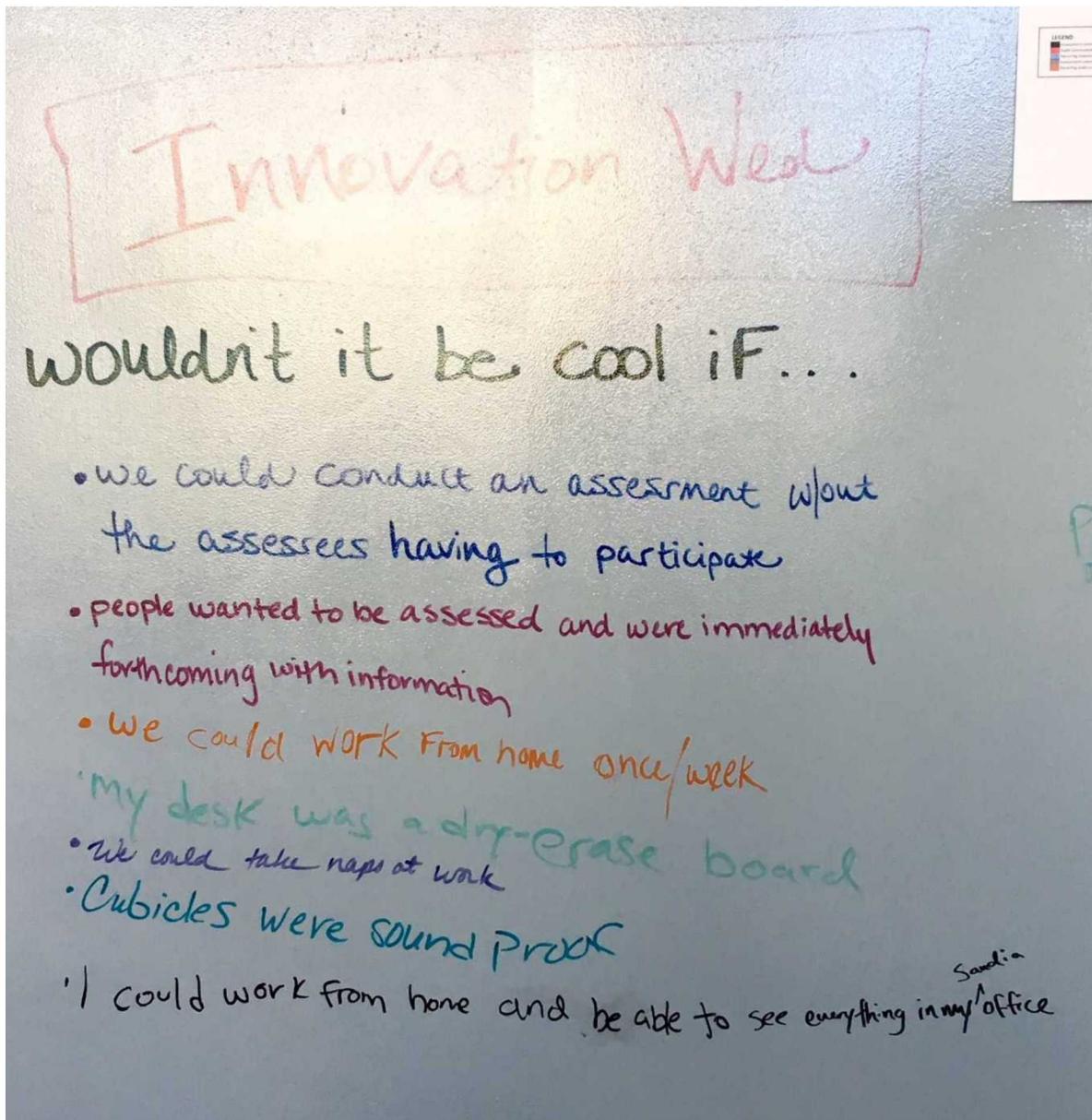
1	2				
3	4				
5	6				
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26				
27	28				
29	30				
31					

**Security X**

1	2		3	4
5	6		7	8
9	10	11	12	
13	14			
15	16			
17	18			
19	20	21	22	

**Date**      **Description**

# Innovation

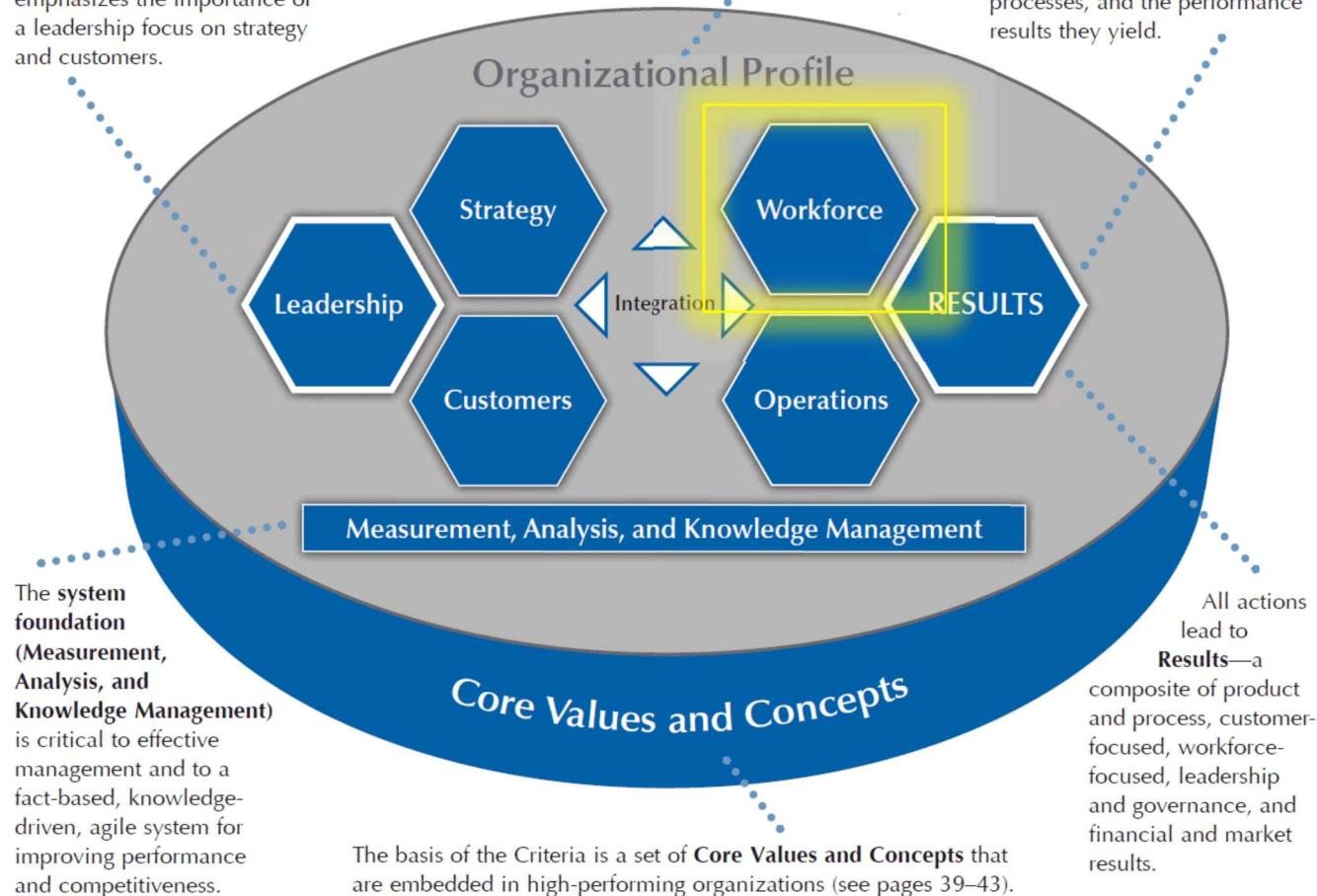


# Baldridge Framework

The **leadership** triad (**Leadership, Strategy, and Customers**) emphasizes the importance of a leadership focus on strategy and customers.

The **Organizational Profile** sets the context for your organization. It serves as the background for all you do.

The **results** triad (**Workforce, Operations, and Results**) includes your workforce-focused processes, your key operational processes, and the performance results they yield.



# Baldrige Framework

## 5.2 Workforce Engagement: How do you engage your workforce to achieve a high-performance work environment? (45 pts.)

In your response, include answers to the following questions:

a. **WORKFORCE ENGAGEMENT and PERFORMANCE**

(1) **Organizational Culture** How do you foster an organizational culture that is characterized by open communication, HIGH PERFORMANCE, and an engaged WORKFORCE? How do you ensure that your organizational culture benefits from the diverse ideas, cultures, and thinking of your WORKFORCE? How do you EMPOWER your WORKFORCE?



Let's Connect!

Lauren Ratliff, Quality Assurance Deployment Lead

Quality Assurance  
and

Independent Quality Management System Assessments

Sandia National Laboratories

LARATLI@SANDIA.GOV

(505) 205-5142