



JOINT GOVERNANCE STRUCTURE

UAW-FORD NATIONAL QUALITY COMMITTEE (NQC)

PREAMBLE

This is a living document that may only be changed by consensus of the National Quality Committee's (NQC) active members, with guidance and direction from the UAW-Ford Quality Improvement Steering Committee.

MISSION

The UAW-Ford National Quality Committee is committed to driving the "Best-In-Class" Quality Program through the joint efforts of the UAW and Ford. The parties recognize that continuous improvement in the quality of the Company's product and services to meet customer needs and values is essential to securing Ford's long term success in the global marketplace. Both parties agree that all employees want to produce and deliver high quality products consistently to our customers. To achieve world-class quality improvement, all Ford Motor Company employees must be engaged in quality processes and problem solving techniques. The NQC will engage in:

- Furthering the empowerment of our employees to be quality advocates, enabling continuous improvement in the quality of our products
- Supporting Divisional and Local joint quality efforts
- Supporting the Global Quality Improvement Process by helping to standardize quality principles and practices across the business
- Ensuring a climate of fairness and respect

These elements will help to sustain and grow the business, while enabling the personal growth, development and adaptability of the workforce.

PURPOSE

1. To implement the provisions of the UAW-Ford "Best-In-Class" Quality Program
2. To develop and recommend programs and provide feedback to the UAW-Ford Quality Improvement Steering Committee
3. To participate in and support the operation of the UAW-Ford Division/Operations Quality Committees in assisting the Local Quality Committees
4. To participate in and support the Local Quality Committees
5. To promote personal growth and development of all Ford employees in the understanding and use of quality principles and practices

ACTIVE MEMBERS

Individuals holding the following positions are active members of the National Quality Committee:

- UAW Co-Chair, NQC – UAW Assistant Director, National Ford Department, "Best-In-Class" Quality Program
- Ford Co-Chair, NQC – Americas Mfg. Quality Director
- UAW Coordinator, NQC
- Ford Representatives, NQC
- UAW International Representatives, NQC
- *UAW Administrative Assistant, National Ford Department is an ex officio member*



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RESOURCE MEMBERS

- FCSD Quality Manager
- Manufacturing Quality Program Managers
- Other Subject Matter Experts, as appropriate
- Program Services Representative
- Secretary

OVERALL GOVERNANCE STRUCTURE

UAW-Ford Quality Improvement Steering Committee	
UAW-Ford National Quality Committee - Monthly	
UAW-Ford Customer Service Division Quality Committee - Semi-annually	UAW-Ford Operations Quality Committee - At Least Semi-annually
UAW-Ford Local Quality Committees - Monthly	

ROLES AND RESPONSIBILITIES

ROLES AND RESPONSIBILITIES WITH RESPECT TO THE QUALITY IMPROVEMENT STEERING COMMITTEE:

- Overall responsibility to implement and support the “Best-In-Class” Quality Program as listed in Appendix Q, through the Divisional and Local Committees
- Provide input and feedback to the Quality Improvement Steering Committee – and to be responsive to strategic direction from the Quality Improvement Steering Committee
- Communicate Quality objectives and strategies under the “Best-In-Class” Quality Program
- Provide tools, coaching and other support as appropriate to enable the implementation of Quality objectives and strategies
- Serve as a resource in meeting Quality goals and objectives
- Provide reward and recognition as appropriate

ROLES AND RESPONSIBILITIES OF THE CO-CHAIRS:

- Follow and implement the UAW-Ford National Quality Committee charter
- Strategically plan for future training programs for the workforce to support ongoing “Best-In-Class” Quality Program initiatives

ROLES AND RESPONSIBILITIES OF THE UAW COORDINATOR:

- Coordinate NQC events, working with the VO/Stamping, Powertrain, and FCSD teams
- Coordinate activities, assignments, given by the Co-Chairs
- Assist the NQC Teams as needed or directed by Co-Chairs
- Attend assigned meetings
- Coordinate the NQC Chart Room
- Facilitate Charter, and Communication meeting
- Manage assignment matrix from Monthly Charter meeting
- Reports directly to the UAW Assistant Director
- Attend weekly meeting with both Quality Co-Chairs



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ROLES AND RESPONSIBILITIES OF THE ACTIVE MEMBERS:

- Follow and implement the UAW-Ford National Quality Committee charter
- Develop and implement respective UAW Work Plans and Salaried Performance Objectives
- Monitor and support Quality Representatives, Quality Managers, and Quality Operating System Coordinators at the local level
- Monitor Hourly Black Belt candidate progress and support Hourly Black Belt certification

ROLES AND RESPONSIBILITIES WITH RESPECT TO OVERALL CONTRACT LANGUAGE AND COMMITTEE OPERATIONS:

- Promote UAW-Ford “Best-In-Class” Quality Program internally and externally
- Ensure compliance to all Appendix Q provisions and contractual commitments
- Provide appropriate joint input and support in the establishment and accomplishment of joint quality performance business metrics, internal plant metrics and external customer metrics
- Support and monitor the Quality Operation System (QOS), GQIP, and CIP
- Support Facility Quality Reviews
- Administer National Quality Hotline
- Monitor the Quality Concern Resolution Process (Global Plant Action Matrix)
- Promote Quality Leadership Initiative Principles and develop other quality communications
- Plan and execute conferences and forum activities
- Develop, coordinate, and deliver quality training
- Administer the QOS Support Process in manufacturing
- Coordinate the Dealer Panel and Vehicle Service Concern Resolution Process, including receiving and ensuring appropriate responses to identified Customer Concerns from consumers or employees
- Maintain Dealer Panel/Vehicle Service Concern Resolution Process and Quality websites
- Reward and Recognize employees for their involvement and/or participation in Quality achievements, e.g., President Quality Award, Hourly Black Belt Certification, etc.
- Work with Supplier Technical Assistance, as appropriate
- Facilitate communications with respect to Quality

ROLES AND RESPONSIBILITIES WITH RESPECT TO THE UAW-FORD DIVISION/OPERATIONS QUALITY COMMITTEES AND MANUFACTURING QUALITY COUNCILS:

- Overall responsibility to implement and support the “Best-In-Class” Quality Program as listed in Appendix Q
- Communicate quality objectives and strategies under the “Best-In-Class” Quality Program to Divisional levels
- Provide tools, coaching and other support, as appropriate, to enable the implementation of Quality objectives and strategies at Divisional levels
- Serve as a resource to Divisions in meeting Quality goals and objectives
- Provide reward and recognition as appropriate

ROLES AND RESPONSIBILITIES WITH RESPECT TO THE FACILITY QUALITY COMMITTEES:

- Overall responsibility to implement and support the “Best-In-Class” Quality Program as listed in Appendix Q
- Communicate quality objectives and strategies under the “Best-In-Class” Quality Program through the Divisional Committees to Facility levels
- Provide tools, coaching and other support, as appropriate, to enable the implementation of quality objectives and strategies through Divisional Committees to Facility levels



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- Coach Local/Facility compliance to the Local Quality Committee (LQC) Effectiveness Assessment
- Serve as a resource to Facilities, through Divisions in meeting Quality goals and objectives
- Certify local UAW Quality Representatives
- Provide support and training for the Quality Operating System Coordinators (QOSC), Alternate Quality Representatives, and Vehicle Service Concern Resolution Process personnel
- Identify and support implementation of leading Quality best practices – internally and externally
- Provide NQC training as requested
- Provide reward and recognition as appropriate

RESOURCE MEMBERS:

- Serve as subject matter experts, bringing expertise from National, Division, or Local levels
- Fulfill job responsibilities as specified under relevant contracts and policies
- Support the Committee activities by updating the issue tracking matrix, preparing and distributing agenda, issuing all meeting minutes and maintaining all files

PROGRAM SERVICES REPRESENTATIVE (PSR) – QUALITY:

Major Duties and Responsibilities

- Design, develop, implement and monitor Quality initiatives/programs
- Administer and monitor related training
- Develop surveys, research; prepare data/reports for the National Quality Committee
- Prepare communications to locations regarding training (e.g., call letters, guidelines, etc.)
- Develop JGB funding requests for related initiatives
- Maintain databases on program activities
- Maintain and update program website, in conjunction with the IT Team
- Develop and monitor vendor contracts and payments
- Develop training conference agendas, presentations, and media presentations
- Develop and monitor Quality-related budgets
- Serve as a liaison/interface with vendors providing program development, implementation and evaluation efforts for Quality
- Develop Request for Proposals/Bids, receive and analyze bids from vendors, arrange for/attend bidder meetings
- Coordinate and monitor vendor activity
- Coordinate and update National Charter
- Inform assigned UAW-Ford Representatives of implementation issues, events, or actions, which would hinder/help program delivery. Provide periodic briefings on program status.
- Serve as backup administrator to Hotline calls

SECRETARY - QUALITY

Major Duties and Responsibilities

- Prepare and type correspondence, reports, forms, etc. and proofread documents for proper grammatical usage and spelling, making corrections as necessary
- Publish all Quality software presentations and electronic communications for internal center-wide and/or system-wide distribution which constitutes official committee business
- Establishes and maintains logs or other tracking system for follow-up on various correspondence, reports, forms, etc.



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- Develop and maintain inventories of program materials and promotional items
- Establishes and maintains files regarding specific job assignments
- Makes copies utilizing reprographic equipment and distributes correspondence, reports, forms, etc.
- Sets up and maintains meeting and travel schedules for designated personnel, daily advising those concerned of schedules
- Administer Quality Hotline Process
- Take minutes at meetings
- Responsible for the clerical support of assigned program/activity
- Perform related duties as required

PROCEDURES AND OPERATIONS

- **National Quality Committee Staff**
 - Assignments will be aligned by Divisions/Operations/Facilities – UAW and Ford (including all operations covered by the master agreement)
 - All active committee members will follow established procedure for notifying the committee Co-Chairs or another designated representative of their daily schedules including travel, plant visits and offsite meetings
 - All committee members are expected to be accessible via cell phone during business hours
 - Ensure effective leadership and staff transitions by reviewing the National Committee Charter and other relevant documents to minimize instability associated with leadership and staff transitions
- **Monthly Meetings**
 - The meeting dates for the upcoming year will be established by the end of December the prior year
 - Decisions will be made by consensus, unless otherwise indicated (Can everyone live with the decision?)
 - Meetings will begin and end on time
 - Rescheduling of meetings and additional meetings will be handled by the Co-Chairs
 - Each meeting will follow a pre-established agenda
 - All electronic communication devices must be on vibrate mode
 - Expectations for the next meeting will be communicated at the end of each meeting
 - Discussion that is considered confidential will not leave the room unless specifically agreed upon by the members
 - Each meeting will be facilitated by the Committee Co-Chairs
 - All meeting minutes will be typed and maintained by the appropriate resource member
 - All communication during the meeting will be honest, open and without regard to “titles”
 - All active members are expected to report out during the meeting on status relative to the Quality Initiatives Matrix
- **Quality Initiatives Matrix**
 - Will be maintained, providing the status of activities
 - Major issues will be discussed using Current State, Desired State, and Gap Analysis methodology and an action plan will be developed for each open issue
 - Standard criteria for prioritizing and adding issues to the matrix are as follows:
 - Is it related to a UAW-Ford Joint Quality Program?
 - Is it a policy making issue?
 - Is someone else/another group already addressing the issue? If so, is the issue being addressed properly?
 - Can this issue be resolved immediately in this meeting (still added to the matrix as a resolved issue)?
 - When an issue is added to the matrix, it must be clearly defined, have an initial report date established, a responsible party identified and an interim report out date or appropriate due date assigned
 - An accomplishments list will be constructed on a rolling basis as activities are completed on the Quality Initiatives Matrix
- **Participation in Quality Meetings and Efforts**
 - UAW-Ford Operations Quality Committee Meetings



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- FCSD Quality Committee Meetings
- **Representative Quality Skills**
 - Ensure capability to provide tools and coaching support
 - Develop and implement personal skill development plans for relevant national staff
 - Track progress to personal skill development plans for relevant national staff
- **Quality Metrics**
 - Systematically track performance of joint quality metrics and review progress toward “Best-In-Class” standards through the Division/Operations and Facility Committees
- **Communications from the NQC**
 - All announcements, decisions, and policies will be disseminated using policy deployment methodology
 - All committee communications to the field will be in the required call letter format (including the appropriate and correct usage of multiple logo letterhead) maintained by appropriate resource members. These communications will be forwarded to all NQC active members via electronic files.
 - All external communications and committee support materials will be completed by the appropriate resource member
- **The National Quality Committee Charter**
 - Will be reviewed no less than once per year during the fourth quarter
- **The Joint Governing Body (JGB) Process**
 - Will be followed for all funding requirements/requests



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Agreement Date:

Agreement By:

UAW

Company
