



Guidelines for Building a Quality Assurance Program

Purpose

A quality program preserves your asset value, reduces operating cost, reduces your safety risk, and assures compliance to expectations. A quality program drives consistency and incremental improvements. Utilize this document to help develop or improve a quality program for wind generation. A quality program may include all or parts of these guidelines.

Step 1: Needs Assessment

- Determine what you need and what you are trying to achieve with your quality program.
- What are your company's KPIs? Choose an approach that meets your company's needs.
- Understand internal and external customer needs/requirements.
- Understand third parties and their requirements.

Step 2: Risk Assessment

- What are the risks and opportunities?
- What are your principles?
- What are you going to focus on?

Step 3: Understand Your Processes

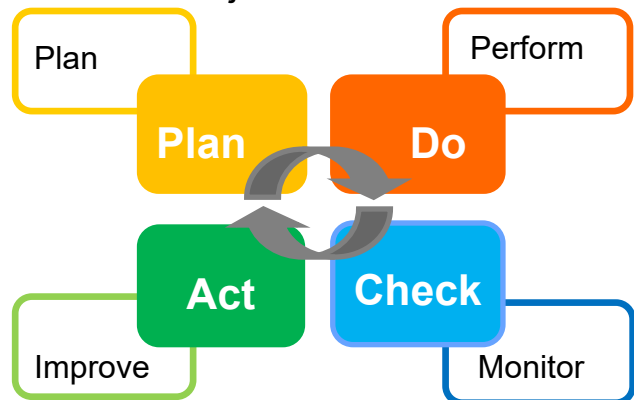
- Do a gap analysis.
- Review your processes to determine baseline and what needs to be improved.

Step 4: State Your Goals

- What are your goals for your quality system?
- What do you want to achieve?
- Make sure at this step you get buy-in from your management.

Step 5: Implement Your Goals

- Execute your plan
- Follow:
 - Plan
 - Do
 - Check
 - Act/Adjust



Step 6: Performance Evaluation

- Establish a periodic evaluation to ensure you are on track and achieving your goals including internal/external customers.

Step 7: Improvement

- Update goals as needed, corrective actions as needed.
- The process doesn't stop here, this is a continuous improvement process, keep evaluating goals, improving baseline, etc. Review, repeat, etc.

Right thing, right way, first time, every time.