



ASK YOURSELF

- How am I recognizing hardworking members of the group?
- Am I clear about what I mean by good quality work? Have I made this clear to the members of my group?
- Have I asked each member of the group for ideas for maintaining and improving our quality of work?

ASK YOUR GROUP MEMBERS

- How do we know when we have done a good job?
- Can you tell me about a time when our group was doing especially high quality work?
- When do you feel the most pride in your work?
- Can you give me an example of when you did more than your normal work to ensure quality?
- What do you do when you see other members of the group not doing quality work?
- What gets in the way of doing quality work every day?
- What can I do to help you produce the quality work you want to produce?

SOME BEST PRACTICES

- All members of the group know the importance you and your group place on quality by setting expectations early.
- Recognize members of the group who do high quality work.
- Share and exchange best practices that demonstrate quality.
- Create a way for members of the group to share their concerns if another group member is not producing quality work.
- Produce high quality work yourself. You set the standard of quality for the group.