

Recognize Quality?

Then nominate
fellow employees
to receive

**XO[®] Quality
Hall of Fame
Awards**

Details at insidexo/quality

Quality
MATTERS



THE XO QUALITY MANIFESTO



BE PROACTIVE

- Review all work for completeness
- Update all appropriate systems



COMMUNICATE EFFECTIVELY WITH CUSTOMERS, VENDORS AND OTHER XO EMPLOYEES



MANAGE EXPECTATIONS

- Be realistic
- Don't overcommit



TAKE PRIDE IN XO PRODUCTS AND SERVICES

- Be proud of the finished product

Quality
MATTERS





REJECTS

Quality
MATTERS

XO[®]