

Skill Name: Total Quality Commitment

Skill Description: Sets high standards for self and others; shows concern for total quality; improves work processes whenever possible.

Skill Notes: Shows concern for quality; sets and maintains high standards; improves work processes.

1. Thinking back over the past six months describe the most effective way you go about catching mistakes/ensuring quality of your work?
2. What was the best idea you had for improving the way things were done in your last job?
3. Give an example of how you have improved quality by improving customer/client service.
4. Give a specific example of how recently you have implemented total quality principles in your work
5. Tell me about a recent time that you avoided a mistake because of your attention to quality.
6. Tell me about an opportunity you initiated in your most recent job that produced the biggest payoff for the company/organization
7. Tell me about the last time you caught someone else's error before it was too late. How did you go about correcting it?
8. Tell me about a time when you saved the company/organization money by detecting an error.
9. We all make mistakes. Tell me about the mistake you made that you would do over, if you had the chance. What would you do differently the second time?
10. Describe a time when you turned an obstacle into an opportunity for improvement. Discuss the measures you took.
11. Give some examples of when you have found errors in your work. What happened and what have you done to avoid similar errors in the future?
12. Tell me about a time when you initiated improvements to a current work process. What prompted you to initiate the new process? What was the outcome?