I am a **passionate Quality leader** who improves the **productivity** of operations through utilization of **core Quality tools** to increase production rates and bring back employee **work life balance**. I am **confident** and **seek feedback** from our team and customers.

CLARITY




CLARITY



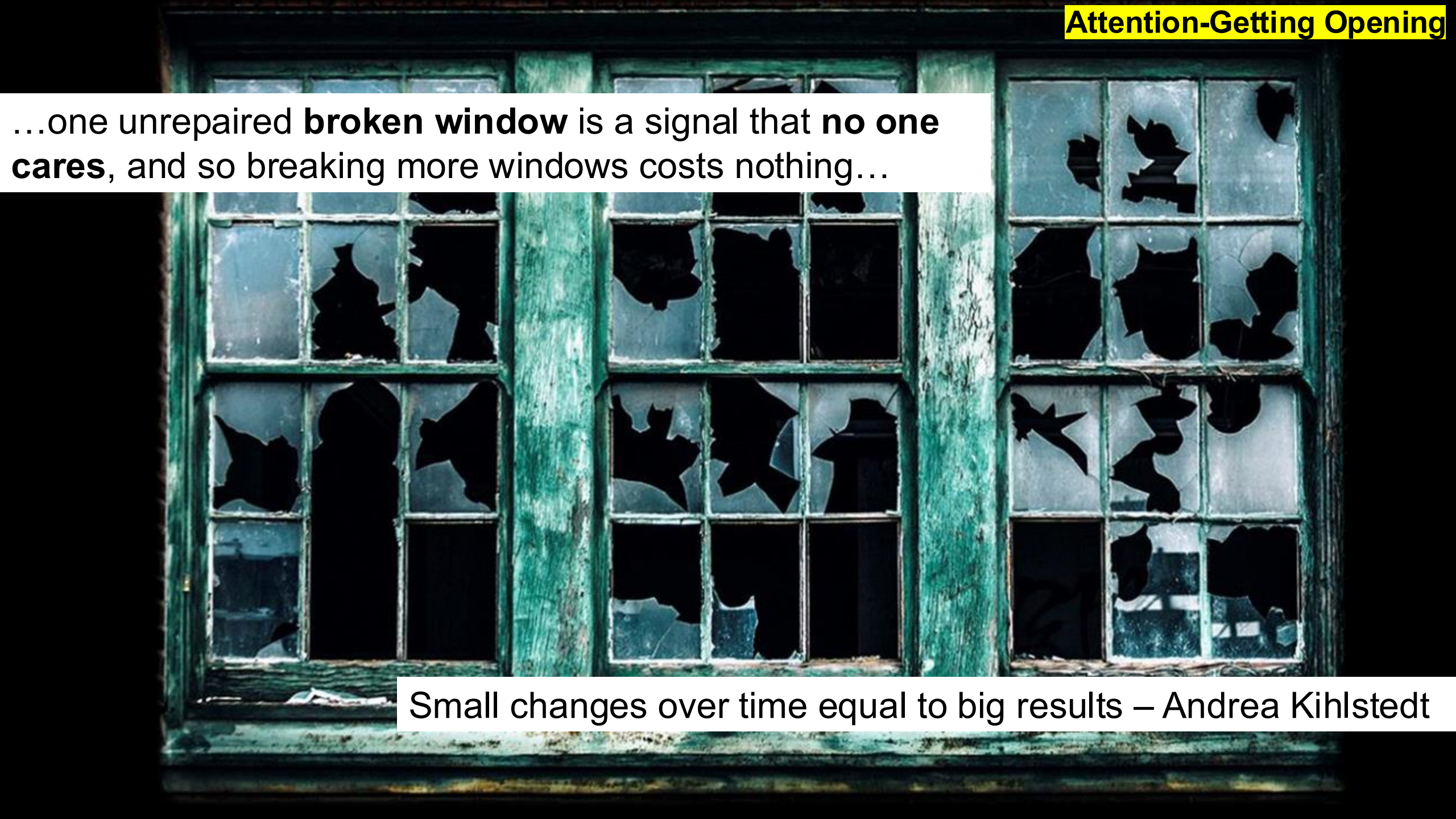
Thoughtful

Satellites Total Quality All Hands

Audience

- Location: **El Segundo, Seal Beach, Huntington Beach, Florida**
- Attendees: **Satellites Quality Engineers, Quality Specialists, Inspectors**
- Attendance: **~113**
- Personalities: **Mixed**

Attention-Getting Opening



…one unrepaired **broken window** is a signal that **no one cares**, and so breaking more windows costs nothing…

Small changes over time equal to big results – Andrea Kihlstedt

Why we are here today

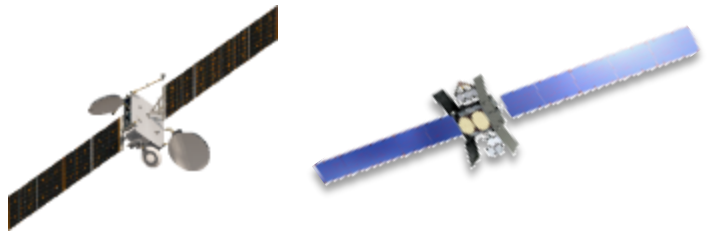
- **Purpose: Connect as one Quality Team**
  - >50 employees hired since August 2021 & growing
- **Value: Discuss where we are and where we are going**
  - Observations from last 60 days and initial opportunities
  - Plan for 2023
- **Action: It's going to take all of US**
  - Focusing on Q management fundamentals: quality **planning**, quality **assurance**, quality **control** and quality **improvement**

BOEING PROPRIETARY

Agenda

Satellites TQ All Hands 4Q'22

- Intro
- Organization
- Safety
- 2022 Observations
- Our 2023 Plan
- Recognition
- Q&A



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Satellites TQ All Hands 4Q'22

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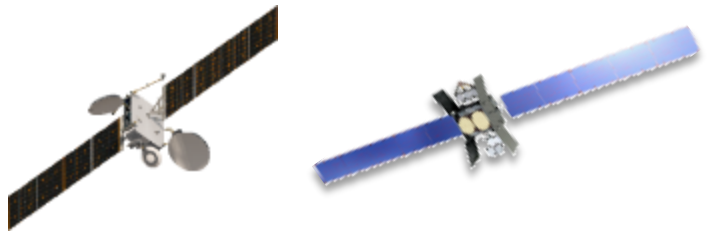
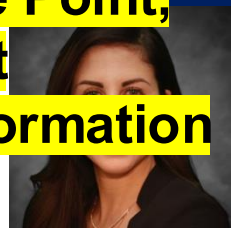


BOEING PROPRIETARY

"H" = Highlight the Point,
"O" = OK, So What
"R" = Relevant Information

Sandra L. Toro Quinones, Satellites Quality



About me…



Raised in PR by 3 strong Latinas & a supportive father

Proud of my accent!

Must love dogs…and my husband too

Leadership style → **Goal oriented with People Focus**

Values → **People Matter, All Problems Have a Solution, Truth is in the Data**

Triggers → **Lack of Respect, Poor Customer Service, Redundancies**

2006
BCA 747
IE Intern

2007-2013
B.S. IE;
BCA 787 IE, ME, QE

2014
BCA 777
QE, Q Mgr

2016
UW Cert
Comp Mfg

2018
Dev Prod Assur Ldr–
Fuel Cell,
Commercial Veh

2022
BDS
Satellites TQ Ldr

"E" = Ease to Next Point

Agenda

Satellites TQ All Hands 4Q'22

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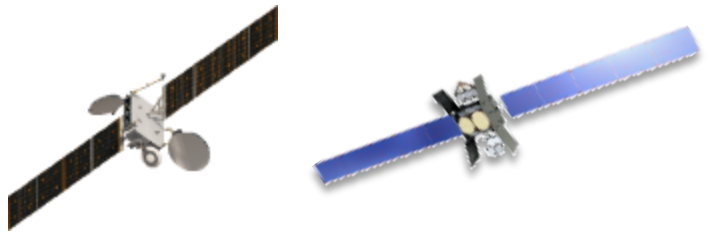


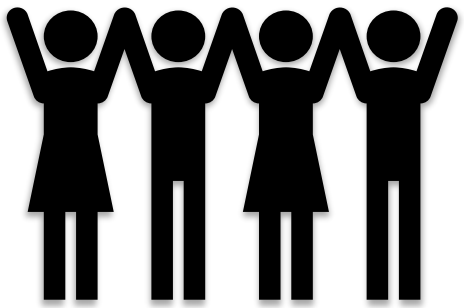
BOEING PROPRIETARY

"H" = Highlight Next Point

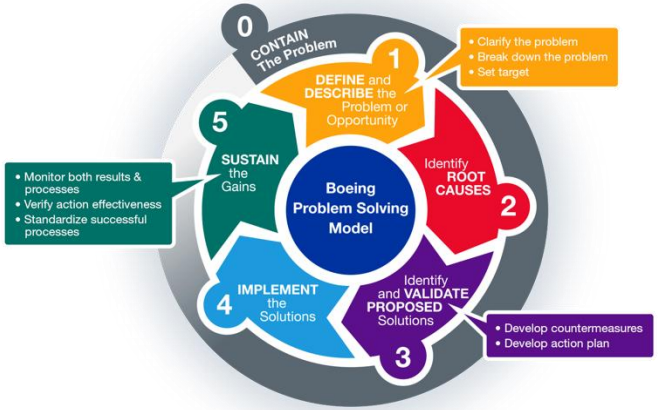
TQ Major Themes

Areas of Improvement / Focus

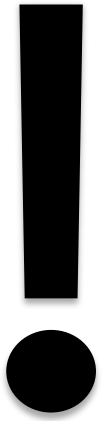
TALENT



PROACTIVE APPROACH & PROBLEM SOLVING



CARs



FOD



"O" = OK, So What

"R" = Relevant Information

TQ Major Themes

Areas of Improvement / Focus

TALENT



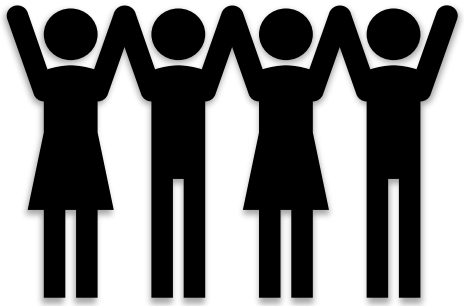
- Retention, bench strength, critical skills, reward and recognition
- Seek, Speak, Listen
- Staffing Headcount Issues / Division level support

"E" = Ease to Next Point

TQ Major Themes

Areas of Improvement / Focus

TALENT



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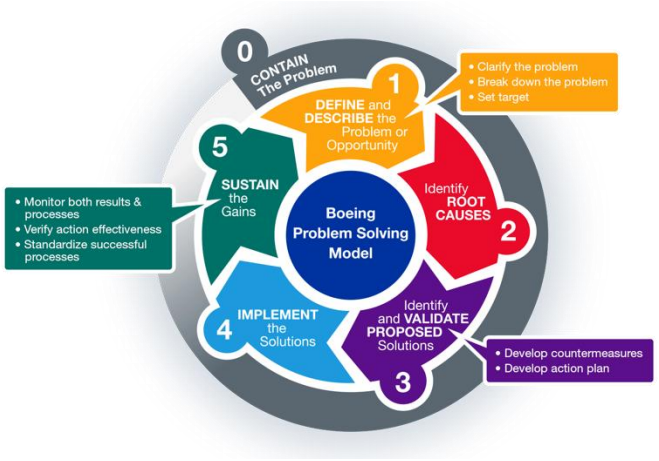

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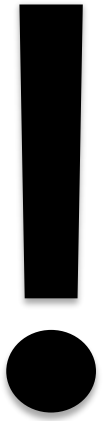

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Areas of Improvement / Focus

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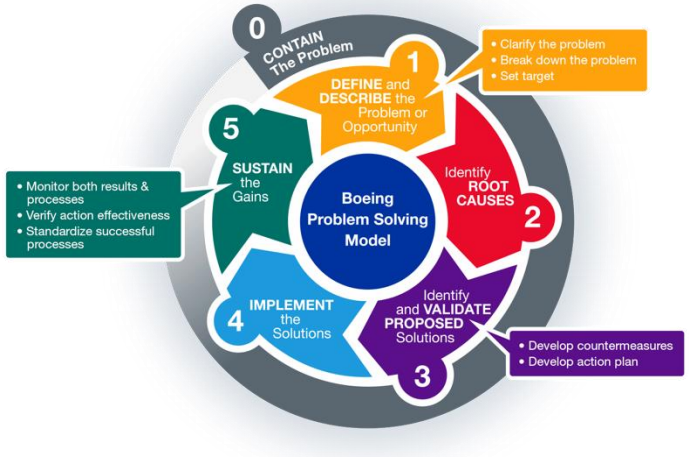


- Systemic, predictive, less reactive
- APQP tools, EQI
- Leading indicators vs. lagging indicators

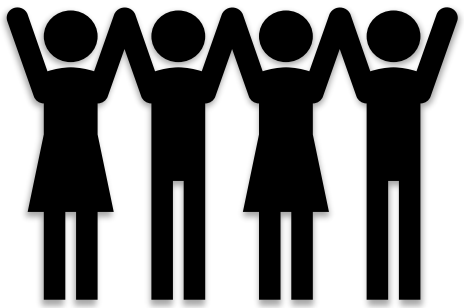
Solve the issues BEFORE they occur

"E" = Ease to Next Point

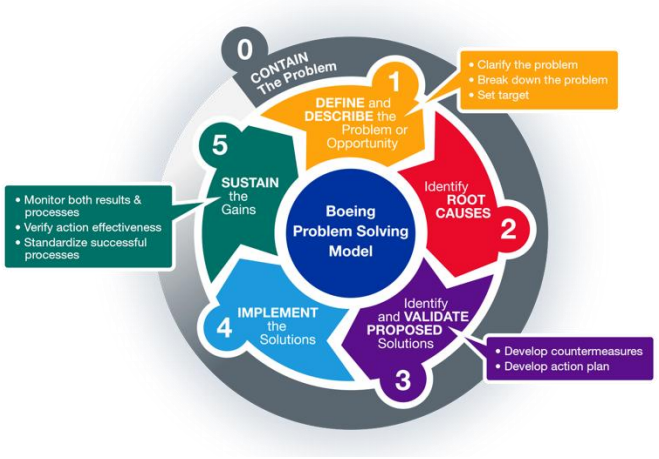
TQ Major Themes

Areas of Improvement / Focus

TALENT



PROACTIVE APPROACH & PROBLEM SOLVING



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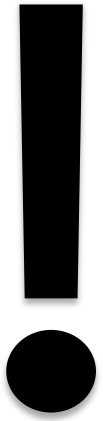

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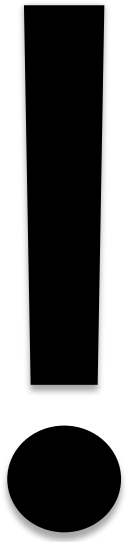


- Too many, customer changing point of view/expectations
- Not enough cross function ownership

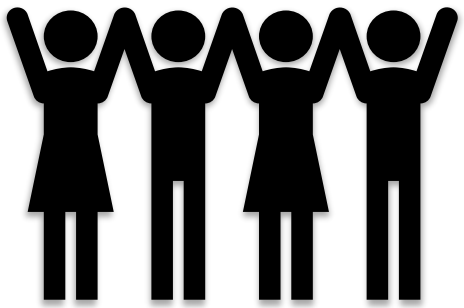
Avoid Corrective Action Request; become efficient and fast at closing them

"E" = Ease to Next Point

TQ Major Themes

Areas of Improvement / Focus

TALENT



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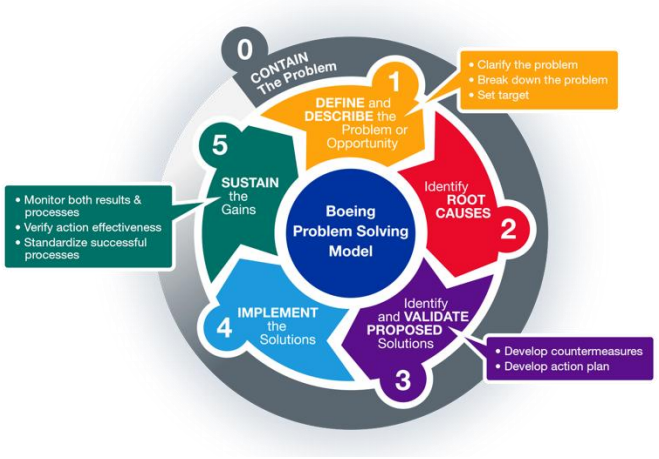

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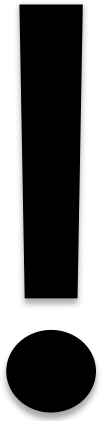

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TQ Major Themes

Areas of Improvement / Focus

FOD



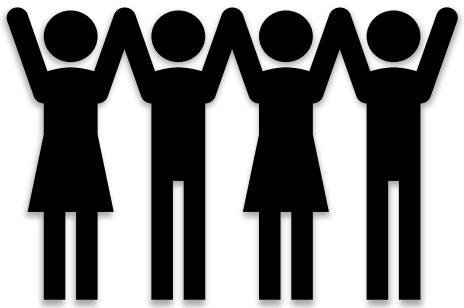
- Different levels of engagement
- Ensure Engineering engagement

"E" = Ease to Finish Strong

TQ Major Themes

Areas of Improvement / Focus

TALENT



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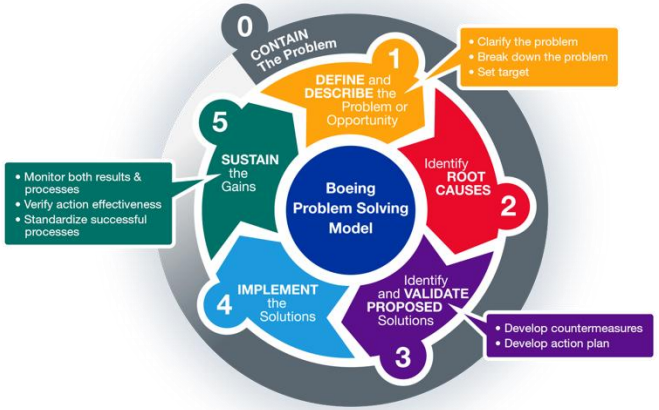

CARs



FOD




Finish Strong



Lets challenge each other to find and fix the broken windows



BOEING PROPRIETARY