

# Code of Excellence



An IBEW® Program of  
Job Responsibility



# What is the Code of Excellence?



An internal IBEW program that promotes:

- Use of best skills by our members.
- Use of best work practices by all.
- Highest quality of work.
- Highest quantity of work.

# Why a Code of Excellence?



- Eliminates some problems on IBEW jobsites before they become big problems.
- Improves perception of IBEW by customers and public.
- Enhances our competitiveness.
- Improves relations with the employer and customer's supervisors.

# Code of Excellence Goals



- Creating better attitudes and behaviors.
- Eliminating pressures to bypass safety and take shortcuts.
- Implementing a culture of professionalism.
- Creating a sense of pride in the work we do.
- Performing projects safely and effectively, on time and under budget.
- Becoming the customer's first choice to perform the work.

# Requirements



- Total commitment by local union officers.
- Strong local union membership support.
- Effective and strong steward structure.
- Effective communication structure within the local union.

# Excellence Stewards<sub>(1)</sub>



- Carefully selected by business manager.
- Trained in dealing with job peer pressure and pressure from employer and customer.
- Committed to local union reputation by setting a high standard of safety, productivity, and quality of work.
- Able to work with employer representatives to achieve program goals.

# Excellence Stewards<sup>(2)</sup>



- Active in communicating and promoting goals of code with members and customer representatives.
- Willing to confront and solve problems with members and contractors not meeting code's responsibilities.
- Able to remedy bad work habits of members by mentoring or coaching.

# Local Union Responsibilities



- Insure labor agreement responsibilities of our members are fully met.
- Remedy bad work habits of members.
- Set an excellence standard for work being performed.
- Guarantee zero tolerance of job interruptions, work stoppages, or other member-initiated jobsite problems.
- Correct issues before they become problems.



# Employer Responsibilities



- Provide an adequate supply of equipment, material, and tools.
- Provide a safe workplace.
- Have a positive working relationship with both business manager and steward.
- Work with customer to insure proper project planning and layout.
- Select quality supervision.
- Insure efficient manpower usage.

# Problem Resolution<sub>(1)</sub>



- Excellence stewards are trained and empowered by the business manager to work with problem members and poor management.
- The steward communicates regularly with contractor management and customer representatives concerning individual project progress and problems.
- Local union executive board is responsible for eliminating chronic problem members through constitutional and Code of Excellence mechanisms.

# Problem Resolution<sub>(2)</sub>



- Contractor will work with steward to eliminate jobsite problems immediately and effectively.
- Employer will not blame IBEW for job management problems caused by its supervisors.
- Goal of program is for both labor and management to fulfill customer satisfaction.

# Implementation<sub>(1)</sub>



- Program is presented to executive board and officers by business manager.
- Officers present program for approval by local union membership.
- Program is communicated to all local union members by local union leaders.

# Implementation<sub>(2)</sub>



- Presentation is made to contractor to explain program and get commitment to implement program.
- Excellence stewards are trained and placed.
- Program is communicated to customers using contractor representatives and IBEW workforce.

# Summary<sub>(1)</sub>



- The Code of Excellence is an internal IBEW local union program to enhance the professionalism, performance, and reputation of the IBEW.
- The Code of Excellence has external linkages with employer responsibilities and customer satisfaction.

## Summary (2)



- The local union's role is to use the Code of Excellence to instill a sense of professionalism, safety, and responsibility in each member's everyday work life.
- The member's role is to preserve and promote the ideals of the IBEW and our industry through use of best skills and practices to perform quality work in a professional manner.

# The IBEW Advantage



- A professional, positive image of the IBEW by employers and customers means job security.
- Responsiveness to customer needs will distinguish our work.
- Employers know what we need and expect in order to do our jobs effectively.
- Members know what is expected of them by the IBEW, the contractor, and the customer.
- Worksite problems are addressed quickly and effectively through cooperative effort.