

Team Charter

QUALITY MANAGEMENT DEPARTMENT XYZ, Inc.

Mission

The mission of the Quality Management Department is twofold: 1) to ensure superior value for customers through peak performance on the part of the company's people, processes, and products; and 2) to ensure the continual improvement of quality.

Ground Rules

Members of the Quality management Team will observe the following ground rules as they work together to accomplish the team's mission:

1. *Honest and integrity.* We will be open, frank, and honest with each other so as to build trust among team members.
2. *Mutual-support.* We will work together in a mutually supportive way to achieve peak performance for the team and to continually improve that performance.
3. *Responsibility and accountability.* We will take responsibility for the team's performance and expect to be held accountable for it.
4. *Initiative.* We will take the initiative in finding ways to continually improve performance and quality.
5. *Attendance and Punctuality.* We will arrive at work on time all the time and attend everyday unless there is an emergency.
6. *Perseverance.* We will stick together as a team and work through any difficulties that might keep us from getting the job done right and on time.