


Raytheon

Customer Success Is Our Mission



Integrating Quality for Sustaining Excellence:

**Achieving Value Through People,
Process and Products**

The Personal Connection

Don McMonagle
Vice President, NASA Programs
Raytheon Missile Systems
2009 CQSDI

Background

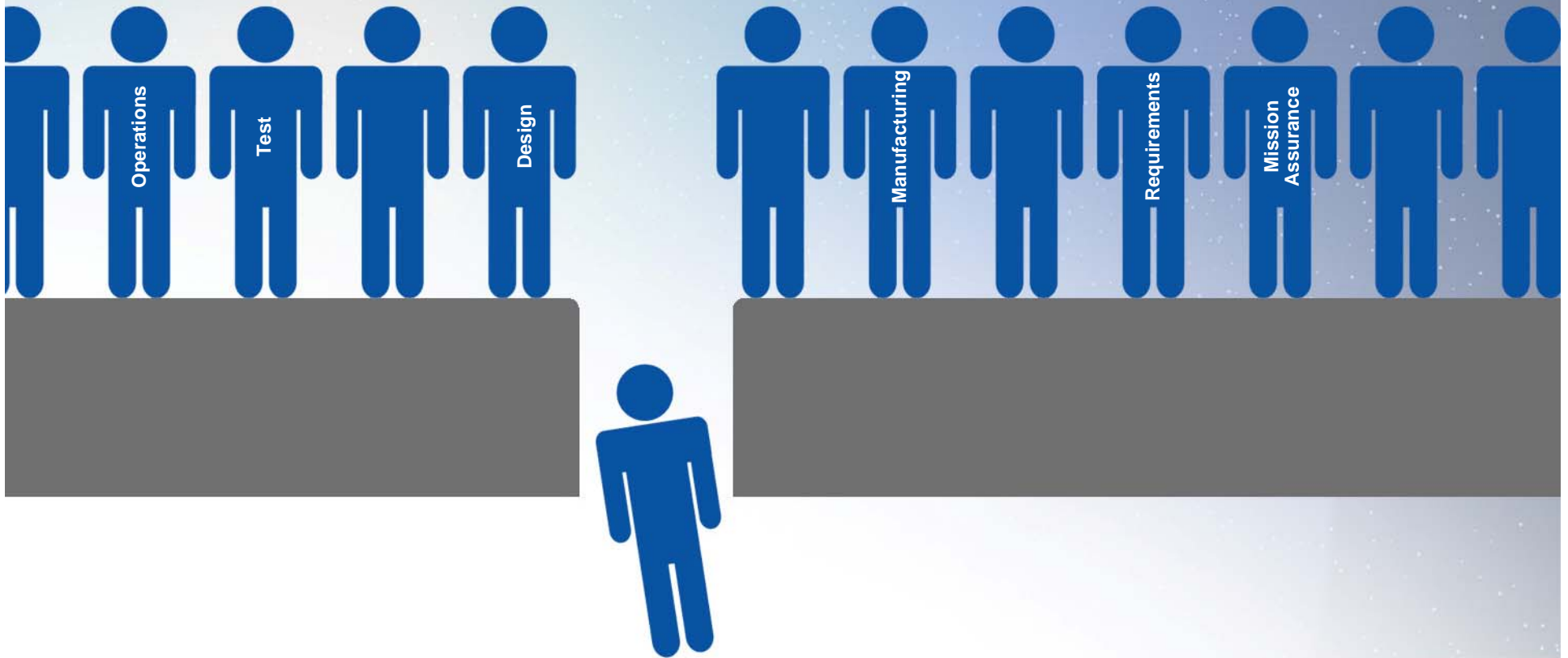
- DoD Story...
- NASA Story...
- Industry Story



Different Perspectives...Common Challenges

People – The Common Thread

People perform in each of these activities and directly effect a positive outcome...



The human factor can be the “unknown” that closes the failure chain

Individual Connection

- Story: KSC Inspector –
“You can count on me”

Personal Warranty

Building Blocks

NO DOUBT

- Following proven processes and best practices
- Understanding what you know and what you don't know
- Focusing on the result and knowing why your job matters

Knowing what you need to do your job right

NO DOUBT

- Demanding clear expectations
- Understanding how to do your job
- Consistently executing processes and applying tools with rigor
- Requesting clarity and change when needed

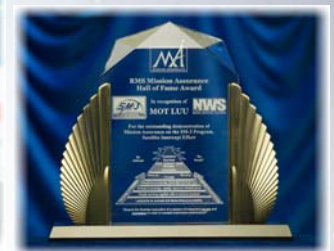
Doing it right the first time, every time drives speed and affordability

NO DOUBT

- Speaking up
- Listening and acting
- Showing individual leadership
- Being accountable

The Courage to Stand Up for What is Right

Recognition



Sum It Up

Back safe because we planned it that way...



“Things do not happen. Things are made to happen.”
– John F. Kennedy