


**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

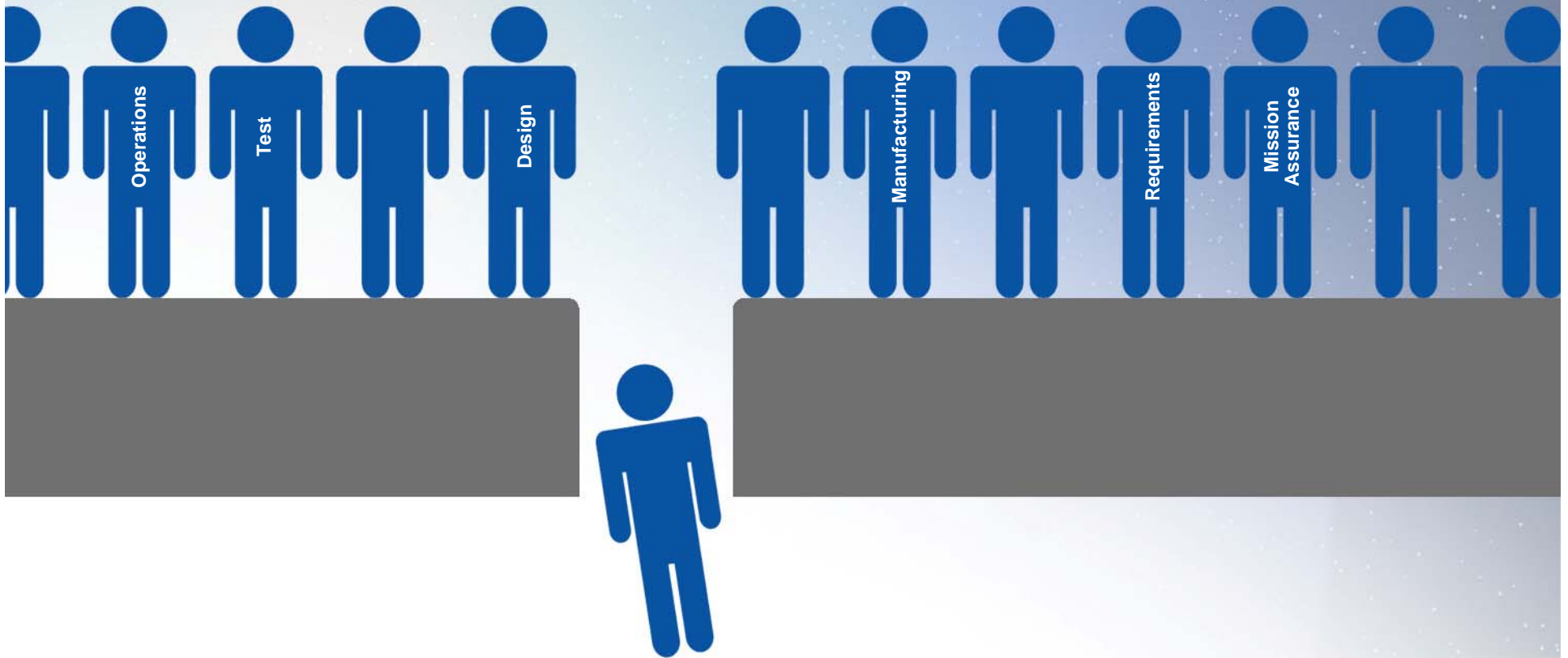
- DoD Story...
- NASA Story...
- Industry Story



**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

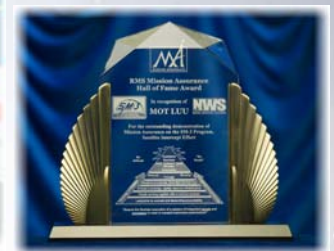
**Doing it right the first time, every time drives speed and affordability**

**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**