Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Key Actions

- **Follows procedures**—Accurately and carefully follows established procedures for completing work tasks.

- **Ensures high-quality output**—Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.

- **Takes action**—Initiates action to correct quality problems or notifies others of quality issues as appropriate.

Questions

1. When working on a project or task over an extended period of time, it can be difficult to maintain awareness of errors, omissions, or defects. Tell me about a time when you worked on a large project/task and one of these problems slipped through the cracks. What happened?

2. Tell me about a time when you had to send out an important letter/document quickly and you didn’t take time to verify the accuracy of the information. What happened?

3. When working on a repetitive task, it's easy to lose concentration and miss important details that could cause problems later. Give me an example of a time when this happened to you.

4. Describe a process you carried out that required paying close attention or adhering to prescribed instructions. How did your attentiveness pay off?

5. Tell me about a time in your job at _____________ when you noticed that a process or task was being done incorrectly. What did you do?

6. Can you give me an example of a time when you found quality defects in work outputs (yours or others’)? How did you discover the defects? What did you do? What happened?

7. We’ve all had occasions when something important escaped our attention at work. Can you give me an example of when this happened to you? What happened?

8. Sometimes if we’re lucky, we can identify a small error or problem and correct it before it becomes a major headache. Has this ever happened to you? What happened?

9. Tell me about a time when you noticed subtle changes in equipment/processes/material on your job. How did you notice the changes? What did you do?

10. Describe a time when you identified an error/problem/defect that had escaped others’ attention. What did you do? What happened?
11. Tell me about a time when you had to proofread someone else’s writing. How did you go about it?

12. Tell me about a time when you thought you had completed a project but your manager/supervisor/team leader returned it to you for additional work. Describe the project and the steps you needed to take to complete it.

**Questions for people with little work experience**

13. Tell me about a detailed class project that you worked on. How did you keep track of the details? How did the project turn out?

14. We’ve all had occasions when we were working on something and overlooked a detail. Give me an example of when this happened to you. What was the result?