

The IBEW SPARQ

A quarterly newsletter highlighting IBEW values

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Commitment to Quality Builds Pride

At the intersection of first-class workmanship and safety on the job, you'll find IBEW members proud of being the best at what they do.

Quality is IBEW's calling card, from state-of-the-art training to expert journeymen who never stop learning to our embrace of the Code of Excellence.

It's a source of pride. Look around: You see IBEW sisters and brothers everywhere wearing our hats and T-shirts. Members talk up the union on social media. Spouses and kids brag about having an IBEW lineman or wireman in their home.

An apprentice in Pennsylvania who traded college for an IBEW apprenticeship recently commented on Facebook, "I can't wait to truly become one of you guys, because there's no better gratification in the world than restoring power to someone who's lost it."

Pair that enthusiasm with IBEW-NECA's unrivaled training and you've got a can't-miss formula for success. Contractors who are willing to invest in the best want IBEW members to get the job done.

After signing with Brockton, Mass., Local 223, the CEO of Beaumont Solar said, "The quality of work that is being done by our company has reached a new level ... I am delighted. However you measure it—callbacks, meeting schedules or customer satisfaction—the feedback is phenomenal."



In Fairbanks, Ind., where our members rebuilt a substation in an isolated area, a manager described the project's complexity and need for skilled craft labor. "We picked the IBEW because they are safe, very well trained and capable," he said.

At Rauland-Borg, members of Chicago Local 134 take the Code of Excellence to heart as they manufacture life-safety products. Callie M. Greer beams with pride in a video about the plant: "I love what I do, and that's an important thing. You have to love what you do. Anything I'm working on, I want it to be perfect. I can do a repair on these small parts; and you won't even know that it wasn't done on a machine. I'm just that good."

IBEW quality and pride is out of this world—literally. Engineers and technicians from Baltimore Local

1501 did some of the most meticulous work imaginable to assemble components of the \$8 billion James Webb Space Telescope, the most powerful ever built. It is expected to be launched into space next spring.

"We only have one chance to get it right," Mechanical Integration Specialist and Local Steward Delaney Burkhart said during the painstaking process. "Our job is to test, and retest and test again."

Whether you're building a telescope that can detect light from the Big Bang, climbing a utility pole, wiring a home, working an assembly line, servicing a locomotive, filming the Super Bowl or doing any other vital work, you are raising the bar for excellence and doing the IBEW proud.



What does SPARQ mean to you? Have an idea for the newsletter? Email theSPARQ@ibew.org



Nothing Is More Important than Quality

During new hire orientation, we've probably all heard local union leaders stress the importance of quality in the telecommunications industry. Simply put, it's the most important tenet of the Code of Excellence.

If the quality of work suffers, what reasons do partners have to continue their relationships with the IBEW? Employers expect to have the best trained, highest quality workforce, and the IBEW brand symbolizes that.

A quality workforce is why the IBEW and AT&T have had a relationship for more than 120 years, and it's what helped us negotiate a new contract last year that guarantees IBEW representation at a new call center.

Consistently producing quality work makes sure the IBEW stays companies' and customers' first choice, because the days of having one choice for cable or satellite television or in-

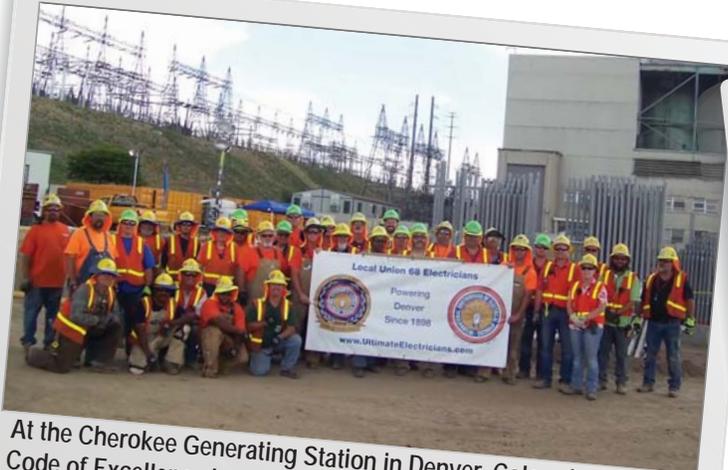
ternet service are long gone. IBEW technicians in the field and service representatives over the phone or the internet are the best at what they do, and they're often the face of the company to customers.

IBEW members care about the work and what that means for the future. Mediocre quality can't be acceptable to any of us. Our top-notch work leads to productive workplaces with contracts that reflect higher wages and benefits than nonunion counterparts; contracts that allow families, communities and companies to thrive.

The IBEW is committed to providing quality work for our partners and customers. There's a sense of pride in knowing that giving 100 percent on the job, every day, builds strong companies and ensures success for both management and workers. Quality is the IBEW way, and that's why it's a core value of the Code of Excellence.



SPARQ GOES LOCAL



At the Cherokee Generating Station in Denver, Colorado, the IBEW Code of Excellence brought safety to a higher level. IBEW Local 68 members put in 250,000 feet of conduit—without a single injury.



To ensure the highest standard of quality, IBEW Local 134 teamed up with the company Rauland to implement the Code of Excellence. The result: leading-edge and defect-free life-safety products.