

Electric Operations Quality Management Standard

SUMMARY

This document covers the Electric Operations (EO) Quality Management System (QMS) activities in support of compliance with GO165 and GO95. The purpose of the EO QMS is to assess targeted EO Execution teams activities for alignment with external regulations and internal requirements, identify learning opportunities, and support the implementation of corrective actions for continuous improvement.

TARGET AUDIENCE

Applies to both staff and contractor PG&E personnel who manage and execute EO QMS Programs.

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REQUIREMENTS

1 Objectives

1.1 EO QM's primary objective is to maintain a Quality Management System (QMS) that allows the organization to deliver on commitments to both internal and external parties.

2 General Requirements

2.1 The requirements for developing and maintaining the QMS are as follows:

- Formalize documentation of EO QM processes, procedures, and responsibilities
- Standardize EO QM assessment processes
- Establish and assess quality metrics to identify improvement opportunities
- Assess organizational compliance and procedural adherence
- Identify best practices for quality management
- Promote a strong alliance between EO QM and execution organizations
- Perform assessments and present results effectively
- Ensure that assessments are planned and performed based on risk and business needs

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3 Scope

- 3.1 This Standard establishes the business practices required when assessing the quality of work performed by the EO Execution teams.

4 Process Overview

EO Quality Management is responsible for the assessment of work performed by EO Execution teams. The EO QMS includes Quality Control and Quality Assurance processes to support consistent delivery of work meeting regulatory and internal requirements.

- 4.1 EO Quality Control assesses, documents, and measures work performed by EO Execution teams to verify alignment with standards, regulatory, and internal requirements.
- EO Quality Verification assesses both completed work and associated completed documentation performed by EO Execution to verify alignment with above requirements
- 4.2 EO Quality Assurance assesses completed work and facilities independent of work completion timeframes. This provides confidence there is conformity to requirements.
- EO Process Quality (PQ) is a component of Quality Assurance that leverages available business intelligence to identify, prioritize, and conduct process audits that support improvement of business processes and performance.
- 4.3 EO Quality Management is responsible for trending and communicating quality results. This facilitates a feedback loop and enables continuous improvement.

5 Roles and Responsibilities

- **Execution Team:** Execute work in accordance with standards and procedures to imbed Quality at the Source.
- **Quality Control:** Assess Quality at the Source to measure performance to applicable standards and procedures.
- **Quality Verification:** Verifies that requirements were met after the work is done, by checking both the completed field work as well as select work documentation.
- **Quality Assurance:** Assess whether the QMS adequately ensures external and internal requirements are met.

6 Recordkeeping

- 6.1 EO Quality Management retains documentation and records in accordance with PG&E's record retention schedule.

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DEFINITIONS

Quality – Degree to which requirements are fulfilled. (Jurans’s Quality Handbook 6th Edition)

Quality Management System (QMS): Formalized system that documents processes, procedures, and responsibilities for achieving the company’s quality objectives. (American Society of Quality (ASQ))

Quality at the Source (QATS): Principle in the Continuous Improvement journey. Perfect quality can only be achieved when every element of work is done right the first time. If an error should occur, it must be detected and corrected at the point and time of its creation. (Shingo Institute)

Quality Control (QC): Process through which actual quality performance is documented, measured, and compared with standards. It takes place by use of a robust feedback loop. (United States Department of Energy)

Quality Verification (QV): Assesses whether a completed work product meets applicable internal and/or external commitments.

Quality Assurance (QA): All the planned and systematic activities implemented within the QMS that can be demonstrated and documented to provide confidence that a product or service fulfills requirements. (American Society of Quality [ASQ])

IMPLEMENTATION RESPONSIBILITIES

The EO Quality Management group documents the implementation of this Standard through the SAFE-5000M, “PG&E Safety Excellence Management System Manual (PSEMS)” change management process.

GOVERNING DOCUMENT

N/A

COMPLIANCE REQUIREMENT/REGULATORY COMMITMENT

Records and Information Management:

PG&E records are company assets that must be managed with integrity to ensure authenticity and reliability. Each Line of Business (LOB) must manage Records and Information in accordance with the Enterprise Records and Information (ERIM) Policy, Standards and Enterprise Records Retention Schedule (ERRS). Each Line of Business (LOB) is also responsible for ensuring records are complete, accurate, verifiable and can be retrieved upon request. Refer to [GOV-7101S, “Enterprise Records and Information Management Standard”](#) for further records management guidance or contact ERIM at Enterprise_RIM@pge.com.

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REFERENCE DOCUMENTS

Developmental References:

- Internal Organization for Standardization (ISO) 9001:2015, “Quality Management Systems – Requirements”

Supplemental References:

N/A

APPENDICES

N/A

ATTACHMENTS

N/A

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N/A

DOCUMENT APPROVER

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