

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.

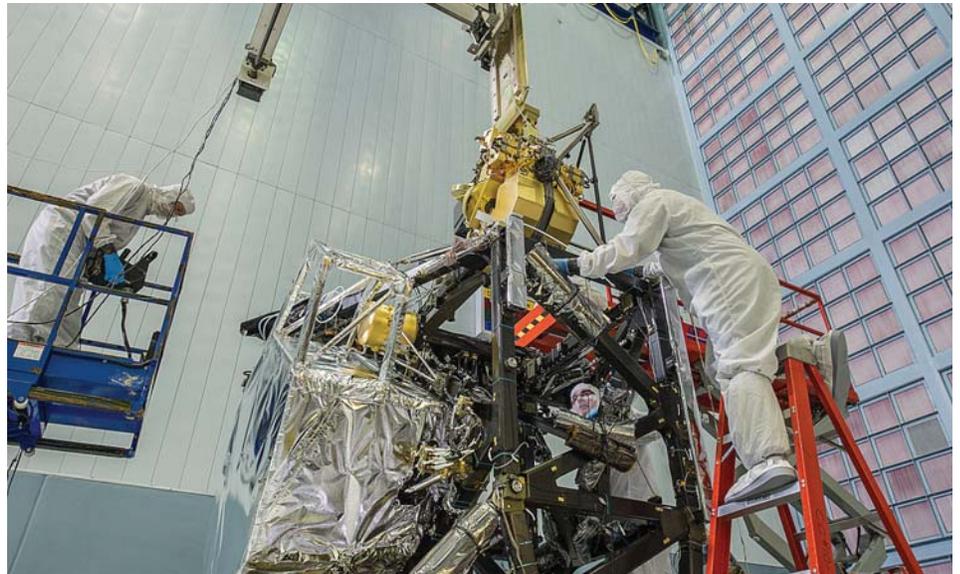
Quality is IBEW's calling card, from state-of-the-art training to expert journeymen who never stop learning to our embrace of the Code of Excellence.

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



A Commitment to Excellence Across the Industry

For IBEW utility workers, quality is rooted in everything we do, and we demonstrate it every day. In our industry, getting the job done correctly and safely the first time is always the first priority.

When a storm rolls in at midnight and our crews have the power restored before most of the customers wake up, that's our quality craftsmanship at work. When it's even worse—like the damage last year from hurricanes in Puerto Rico, Texas and Florida—we rise to that challenge too.

In our call centers, members deal with customers in all types of situations with poise, knowledge and compassion. That's IBEW expertise at work.

So often, our quality is on display when you don't see anything. It's finishing a gas main renewal project in a historic neighborhood with zero leaks and next-to-no evidence that we were ever working there.

IBEW members are the best in the business because we have the best training, whether it's our world-class line-man training centers or our partnerships with employers that deliver the highest standard of in-house training and then reinforce that training regularly.

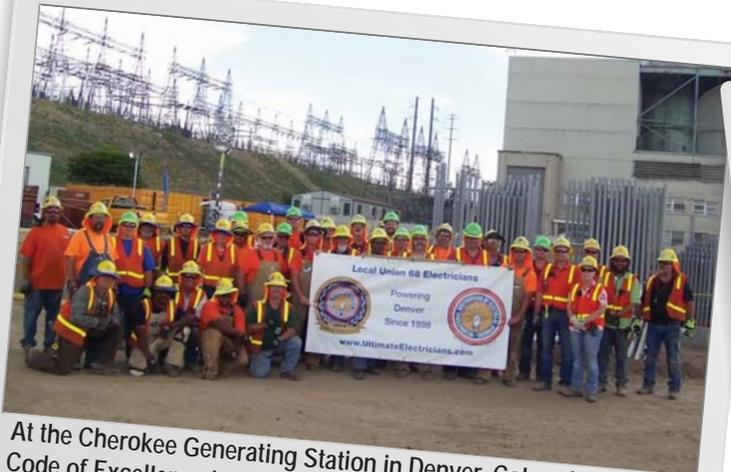
We value a job well done and we see the big picture, do-

ing our job right the first time and keeping projects on time and budget. When storms hit, we understand what that's like and want to be the first out rebuilding our communities. Everything IBEW members do is done to the best of our ability.

Quality means keeping the power on, the gas and water flowing and the customer happy. From the generating station to the customer's kitchen, IBEW members can be counted on to do it right, on-time, every time.



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.