Mission: Assist BUS Division in becoming a customer driven operation

Provide Quality and Management System Support Services to BUS Division

Assistance in meeting contractual & institutional quality program requirements	Support developing and implementing infrastructure for customer driven operations	Support improvement initiatives with facilitation, training, and other resources; Provide advice on methods and approaches	Supply Chain Management
• Quality Management Plan & Procedures • Oversight interface • DTG (training records) • Interface to other quality organizations	• Customer Satisfaction Management initiative • Management & Analysis of customer data • Coordination of issue management activities • Customer service & partnering agreements • Management process linkages • Division Training coordination/POC • Division Newsletter • Division Measurement • Assessment	• Facilitate teams • VOC support and facilitation • QUEST Training • Provide "tactical" quality training • Connect people with needed resources and help them to use them • Help people pick and adapt appropriate improvement methods and approaches	• Help develop effective approach to supplier performance measurement • Tools for supplier selection and management • Facilitate and participate in "Total Integrated Procurement System" (TIPS) initiative •Focus on customer needs

1/20/96