

NEWS

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Middough Announces Quality Observation Program

Performance You Trust™ is Our Brand and Commitment to Quality.

CLEVELAND, OH (March 31, 2016) — Performance You Trust™ is our brand and commitment to quality. Middough knows that quality, like environmental health and safety, controls our destiny and must be cultural. Our new Quality Observation Program (QOP) has been developed to help us proactively recognize acts of innovation, quality performance, and value added ideas. In addition, it offers us an opportunity to point out possibilities for improvement when we discover a problem with one of our work processes, a minor error in our design, a mistake in our project delivery or communication, or worst case, a serious design error claim.

The intent of the program is to encourage information sharing, both positive and sometimes seemingly negative. The more we share about a client recognizing Middough for some innovative solution to their problem or for some management approach that helped avoid a headache for them, the more we can share and repeat such behavior across the company. Alternatively, the sooner we recognize a potential for error and thus recording a near miss in our design or decision making, the sooner we can avoid an expensive and embarrassing correction later. These observations, when properly acted upon, will encourage Quality behavior and result in continuous improvement.

It has been proven that the increase in EHS awareness, brought about by observation and reporting programs, is an important factor in reducing incidents and injuries. The same is true for quality. This new observation program empowers you with the opportunity to recognize the good and also our challenges.

About Middough Inc.

For more than 65 years, Middough Inc. has been recognized for its performance and leadership as an international company in engineering, architecture and management services. With major offices in Cleveland, Chicago, Houston, Philadelphia, and Toledo and additional offices nationally comprising more than 600 professionals, Middough provides a full-range of traditional and specialized design, technical and management services worldwide in nine industries. For more information about Middough, visit www.middough.com.

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