

# 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](mailto:theSPARQ@ibew.org)



# Making Quality Connections

Quality may be the fifth and final principle of the IBEW's Code of Excellence, but railroad members understand it's the key to unlocking long-term success.

In the support shop of Metro-North's rail yard in New Haven, Conn., members of Local 747 repair the couplers that securely connect one car to another. The shop is recognized as the best source for repaired couplers, and our members are the reason why. In fact, Local 747's repaired couplers have a reputation for being as good as or even better than brand-new ones.

These couplers make dozens of critical electrical connections between rail cars, and normal wear and tear can lead to failures that might prevent an engineer from confirming that all of the train's braking codes, pantographs and door operations are working perfectly. Malfunctions in these systems can disrupt an entire rail line's delicate schedule, leading to irritating delays and recurring problems could

drive thousands of paying customers to spend their money on other commuting options they perceive as more reliable.



In 2010, the railroad hired outside contractors for coupler repairs in an effort to save money. If a coupler needed to be changed and the replacement didn't work, the car went out of service. The more this happened, the more train delays increased, and the more delay costs outstripped the savings of hiring outside contractors.

That's why IBEW workmanship matters. When the railroad relies on our members' quality work, and management invests in keeping the work in-house, everyone in the community benefits.

IBEW's railroad members are workplace partners—whether they staff support shops or ride the rails—and we understand that maintaining high standards of quality in our work is a recipe for success, for us and for our employers.

## 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.