

From: Doll, Laura
Sent: 11/6/2013 10:44:38 AM
To: elizaveta.malashenko@cpuc.ca.gov (elizaveta.malashenko@cpuc.ca.gov);
maria.solis@cpuc.ca.gov (maria.solis@cpuc.ca.gov)
Cc: Angalakudati, Mallik (/O=PG&E/OU=Corporate/cn=Recipients/cn=M3AN); Yura,
Jane (JKY1@pge.com) (/o=PG&E/ou=Corporate/cn=Recipients/cn=JKY1)
Bcc:
Subject: FW: Draft - Quality Management Framework

Maria and Liza

Sharing this with you both as I know you have been actively engaged in discussions with ORA about this issue.

I hope you have an opportunity to meet Mallik Angalakudati and others on his team soon.

Thanks

Laura

From: Yura, Jane
Sent: Wednesday, November 06, 2013 10:06 AM
To: Skinner, Nathaniel
Cc: joe.como@cpuc.ca.gov; thomas.roberts@cpuc.ca.gov; Singh, Sumeet; Doll, Laura; Stavropoulos, Nickolas; Soto, Jesus (SVP); Angalakudati, Mallik
Subject: Draft - Quality Management Framework

Nat,

Attached is our work-in-progress *Quality Management Framework* and a document that provides some examples of the quality improvements that we have been putting in place referenced in the framework.

From our meeting with you, Joe and Tom, we agreed with the recommendation that we need to develop an overall gas operations quality assurance plan, which ensures that quality is

embedded upfront in the process design, and integrates all the separate elements that we have been working on.

We welcome your suggestions, feedback, as we further refine our plan. If you would like to have a follow-up discussion about next steps, and progress since we last met, please let me know. As you saw from our new organizational chart, we have a new addition to our Gas Operations team, Mallik Angalakudati (VP Financial and Resource Management), who is now responsible for our overall quality assurance program. Mallik brings a deep level of expertise and experience in quality management to our organization.

Thanks,
Jane