

From: Yura, Jane
Sent: 11/6/2013 10:06:15 AM
To: Skinner, Nathaniel (nathaniel.skinner@cpuc.ca.gov)
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Bcc:
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

