



## PIER PRESSURE PROGRAM

The Port of Baltimore (POB) has recently implemented a PIER Pressure Program for the purpose of increasing the involvement & collaboration of the Local ILA rank and file. It's the men and women working the vessels that best understand what it takes to achieve continuous improvement in the Port's quality initiative. The primary goal of this effort is to develop the effective and inclusive teamwork needed to reduce overall damages in the Port.

Ports America Chesapeake, Ports America Stevedoring, and Ceres have identified Quality Point Team members (QPTMs) from within the rank and file that consistently exhibit a "quality" work ethic. These members earn a "Quality Point Person" vest and are easily identified on the vessel. They are tasked to promote the program day to day and at a grass roots level. Monthly meetings are held with each company and the ILA QPTMs to discuss manufacturers concerns, improved handling techniques, and a review/analysis of damage incidents. Action items are developed and shared with gangs, drivers, superintendents, and vessel representatives. Quality at the Port of Baltimore..... Don't tell me.... Show me!

