

WE KNOW

# BUSINESS

## QUALITY ASSURANCE

QUICK GUIDE

### QUALITY ASSURANCE (QA)

**Quality assurance (QA)** refers to administrative and procedural activities implemented in a quality management system so that requirements and goals for a product, service or activity will be fulfilled.

It is the systematic measurement, comparison with a standard or specification, monitoring of processes and an associated feedback loop that confers error prevention.

Two principles included in QA are: "Fit for purpose", the product should be suitable for the intended purpose; and "Right first time", mistakes should be eliminated.

QA includes management of the quality of raw materials, assemblies, products and components, services related to production, and management, production and inspection processes.

There are standards that allow for companies to systematically apply quality assurance processes to their business. The most widely recognised is ISO 9001.

ISO 9001 specifies the requirements for a QMS where the capability to provide a product and or service that meets customer and regulatory mandates needs to be demonstrated.

Globally adopted in virtually all industries - from manufacturers and service companies, to companies both large and small, multi-site multi-national organisations and single location businesses, ISO 9001 has become the most widely recognized Quality Management System Standard.

The principles upon which ISO 9001:2008 is based include:

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continual Improvement
- Factual Approach to Decision Making and
- Mutually Beneficial Supplier Relationship.

Organisations that implement ISO Standards create effective business management systems that deliver confidence among their stakeholders in the capability of their processes and the reliability of their products and or services; while at the same time, benefiting from improved risk management. In addition, an effective business management system serves to create the basis for continual improvement leading to increased customer satisfaction and ultimately to the success of the organisation.

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