





# **Module I – Team Work Management**

Topic 3: Quality Assurance

Session 1: Introduction to Quality Assurance



# Outline

- What is Quality?
- What is Assurance?
- What Is Quality Assurance?
- Importance of Quality Assurance
- How to do Quality Assurance?
- Quality Assurance Functions



# What is Quality?

- Quality is extremely hard to define, and it is simply stated: “Fit for use or purpose.”
- It is all about meeting the needs and expectations of customers with respect to functionality, design, reliability, durability, & price of the product.







# What is Assurance?

- Assurance is nothing but a positive declaration on a product or service, which gives confidence.
- It is certainty of a product or a service, which it will work well.
- It provides a guarantee that the product will work without any problems as per the expectations or requirements.



# What Is Quality Assurance?

- The quality assurance process helps a business ensure its products meet the quality standards set by the company or its industry.
- Another way to understand quality assurance (QA) is as a company's process for improving the quality of its products.





# Importance of Quality Assurance

- Quality assurance helps a company create products and services that meet the needs, expectations and requirements of customers.
- It yields high-quality product offerings that build trust and loyalty with customers.
- The standards and procedures defined by a quality assurance program help prevent product defects before they arise.





# Quality Assurance Methodology

- Plan
- Do
- Check
- Act







# Quality Assurance Functions

- 1. Technology transfer
- 2. Validation
- 3. Documentation
- 4. Assuring Quality of products
- 5. Quality improvement plans





# **Example:** Quality Assurance in Practice



Thank you