





Module I – Team Work Management

Topic 3: Quality Assurance (QA)

Session 3: Difference Between QA & QC



Outline

- QA & QC
- History
- Activities
- The 5 Differences
- Industry Perspectives





QA & QC

- Quality Assurance can be defined as "part of quality management focused on providing confidence that quality requirements will be fulfilled."
- Quality Control can be defined as "part of quality management focused on fulfilling quality requirements."





History

- 1920s: Quality Control
 - Following the Industrial Revolution and the rise of mass production, it became important to better define and control the quality of products.





(History)

- 1950s: Quality Assurance and Auditing
 - The quality profession expanded to include the quality assurance and quality audit functions.
 - The drivers of independent verification of quality were primarily industries in which public health and safety were paramount.





Activities

- Quality Assurance
 - Quality Audit
 - Defining Process
 - Tool Identification and selection
 - Training of Quality Standards and Processes





Activities

- Quality Control
 - Walkthrough
 - Testing
 - Inspection
 - Checkpoint review





The 5 Main Differences

- 1. Proactive (QA) vs. Reactive (QC)
- 2. Process (QA) vs. Product (QC)
- 3. System (QA) vs. Parts (QC)
- 4. Creation (QA) vs. Verification (QC)
- 5. Entire Team (QA) vs. Dedicated Personnel (QC)

Quality Assurance (QA)

- Proactive
- Broad process
- Goal is to prevent quality failures
- Takes place throughout the development process

VS

Quality Control (QC)

- Reactive
- Narrow process
- Goal is to detect mistakes or errors in a product
- Takes place after development



Industry Perspectives

- QA, QC, and Inspection
 - Inspection is the process of measuring, examining, and testing to gauge one or more characteristics of a product or service and the comparison of these with specified requirements to determine conformity.





Industry Perspectives

- Quality Assurance and Audit Functions
 - Auditing is part of the quality assurance function.
 - It is important to ensure quality because it is used to compare actual conditions with requirements and to report those results to management.



Thank you