



Quality Assurance VS Quality Control

Chapter 5

Dictionary Definition

Quality Assurance-

- All actions taken to ensure that standards and procedures are followed to and that delivered products or services meet performance requirements.

Quality Control-

- Quality control refers to the process, most often implemented in manufacturing, of monitoring the quality of finished products through measures and an overall corporate commitment to producing defect-**free** products.



QA V.S QC

- Quality control and quality assurance are important concepts, yet most project managers have only a vague understanding of the meanings and the differences between these terms.



QA V.S QC

- **Quality Control refers to quality related activities associated with the creation of project deliverables. Quality control is used to verify that deliverables are of acceptable quality and that they are complete and correct.**
- **Examples of quality control activities include deliverable peer reviews and the testing process.**



QA V.S QC



Quality Assurance

- Examples of quality assurance include process checklists and project audits as well.
- The auditor being able to tell if the deliverable seems acceptable based on the process used to create it (quality assurance).

Quality Control

- Examples of quality control activities include deliverable peer reviews and the testing process too.
- If your project gets audited, for instance, an auditor might not be able to tell if the content of a specific deliverable is acceptable (quality control).

QA V.S QC



- How Developers look at QA...
- Quality Assurance is the process that no matter the complex the program; defects can be easily fixed to ensure quality later when truly Quality should be designed into the product.
- QA usually takes close to 35 % of the Project Process time between testing and reviewing.



QA V.S QC

The terms “quality assurance” and “quality control” are often used to refer to ways of ensuring the quality of a service or product. The terms, however, have different meanings

- **Assurance:** The act of giving confidence, the state of being certain or the act of making certain.

Control: An evaluation to indicate needed corrective responses; the act of guiding a process in which variability is attributable to a constant system of chance causes.



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- The cost of quality."
- The "cost of quality" isn't the price of creating a quality product or service. It's the cost of NOT creating a quality product or service.



QA V.S QC

- Quality control managers are responsible for maintaining the quality and reliability of products and services.
- Quality control managers inspect and test products at various stages in the production process.
- A Quality Assurance manager, also known as quality monitoring manager, is the main position involved in a QA job.

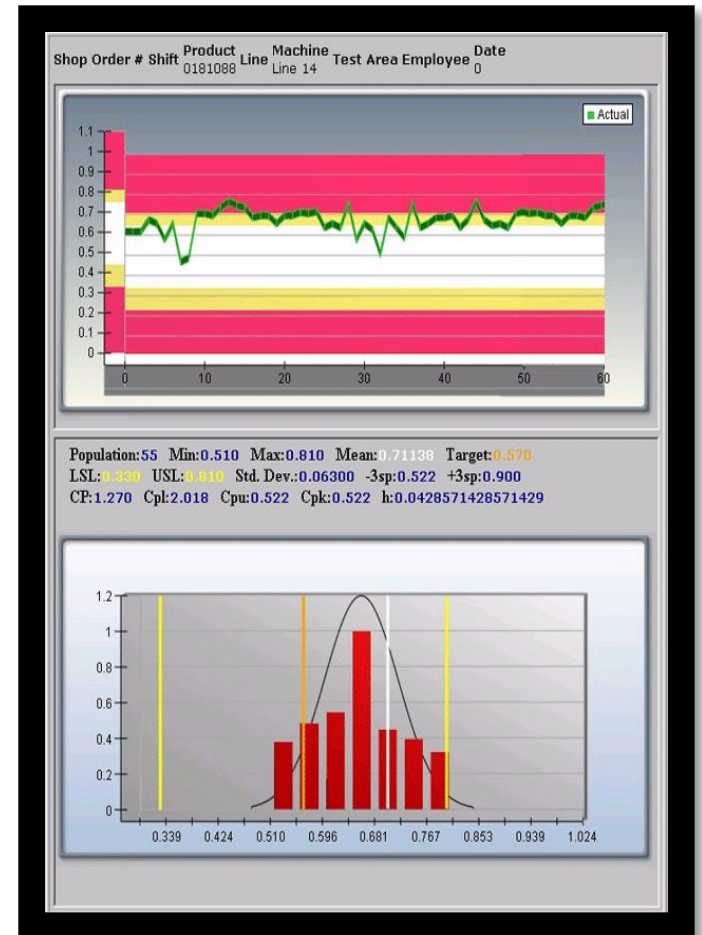


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Quality Control

- The trend chart –

- The histogram-



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This is a Typical defect tracking record

Quality Assurance Tracking System
QA | Record #7253

NEXT EDIT EMAIL PRINT DONE

System / Application Calligo
Product/Component L-14
Company 92 - SUSA
Language Spanish
Type Issue
Summary Title alignment issue
Description Template page 2 has "Página" located at top of page aligned to left. Should be aligned to right hand side above page numbers.
Please check attached template PDF.

State (s)

AL	AK	AZ	AR	CA	CO	DC	DE	FL
GA	HI	ID	IL	IN	IA	KS	KY	LA
ME	MD	MA	MI	MN	MS	MO	MT	NE
NV	NH	NJ	NM	NY	NC	ND	OH	OK
OR	PA	PR	RI	SC	SD	TN	TX	UT
VT	VA	VI	WA	WV	WI	WY		

Priority 2 As Soon as Possible
Priority Order 2 Medium
Severity System/Document Failure
Frequency
Discovered In Template Review
Release / Version (Found) Q2 2008
Assigned To Monica Heller
Area Quality Assurance
Analysis
Resolution Legal had Lingus make the correction and provided a new template for the QA review.
Release / Version (Fixed) Q2-2008
File [L-14 OH.sp.template.pdf](#) Revisions
Documentation URL
Status Closed
Disposition Legal Error

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- Quality Assurance



Shop Order # 930927 Shift Line 1 Machine 1 Akali Test Area Quality Lab Employee quality Date 7/26/2006

WIPBO# WIPLine#
Inline Inline

CustomerName	Address	City	StateOrProvince	PostalCode	ProductCode		
CO	SA	CA	54	T	M ST	35P	

Roll	COE F/E	Treat (M)	Dart	MD Tensile @ 10%	MD Tensile @ 25%	TD Tensile @ 10%	TD Tensile @ 25%	Centering of Graphic CD	Action
434	0.81	40	146	680	675	610	590	5	Update
490	0.77	39	133	640	635	570	550	4	Update
500	0.66	38	103	520	515	460	430	0	Update
	0.53	37	73	400	395	330	310		
	0.49	36	60	360	355	290	270		
									Add

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- **Quality Control Inspector at a Drug Manufacturing Plant.**



QA V.S QC

- The Major Difference is Quality control activities are focused on the deliverable itself. Quality assurance activities are focused on the process used to create the deliverable.
- They are both powerful techniques and both must be performed to ensure that the deliverables meet your customers quality requirements.





QA V.S QC




Jobs in QA

- Quality Assurance Analyst
- Quality Assurance Engineer
- Quality Assurance Manager
- Director of Quality Assurance
- Quality Assurance Technician



Jobs in QC

- Quality Control Manager
 - Quality Control Accountant
 - Quality Control Specialist
 - Quality Control Inspector
 - Quality Control Audit Supervisor
- 

QA V.S QC

QA

Assurance people focus on the process by conducting reviews meetings walkthroughs using check lists and issue lists.

QC

People focuses on the product by conducting the inspections and audits.

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