

Quality Control and Quality Assurance

Quality Control (QC) is defined by the International Standards Organisation as *“the operational techniques and activities that are used to fulfil requirements for quality”*.

Quality Assurance (QA), also referred to as Quality Management, is defined as *“all those planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for quality”*.

A more simple, and more descriptive set of definitions, is:

Quality Assurance asks: “Will we get it right?” and Quality Control asks “Have we got it right?”

Quality Control is a discipline to monitor and adjust a process or activity, and confirm its performance as it happens, whereas Quality Assurance is a discipline to plan for quality and prevent problems.

Part of this process is therefore the implementation of steps to monitor and adjust the process, and the confirmation of its success (or otherwise). Quality Control is therefore a subset of Quality Assurance.

Future, n. That period of time in which our affairs prosper, our friends are true, and our happiness is assured. (A. Bierce)