INTRODUCING QUALITY ASSURANCE AND QUALITY CONTROL (QA/QC)

by Kent Bortz, ORC QA/QC Director

At its core, Quality management is a business philosophy that champions the idea that the long-term success of a company comes from customer satisfaction. The discipline of Quality management applies to all internal processes and deliverables produced for the Customer. Typically, Quality management focuses on four distinct areas; Quality Assurance (QA), Quality Control (QC), Quality Planning and Quality Improvement. Quality management, therefore, uses Quality Assurance and Quality Control of processes as well as Customer deliverables to achieve more consistent quality.

The portion of Quality management that focuses on risk management, process compliance and requirement capture is Quality Assurance. Quality Assurance is focused on the inter workings of the organization to ensure that required policies, plans and procedures are utilized to ensure the quality of the final customer deliverable.

While Quality management seems like a straight forward process, it came about as a revolutionary idea. The early 1900s saw the rise of statistical theory in business. People began to build on Quality theory however, modern Quality methodologies were only successfully implemented in a business setting during the 1950s. Japan was the first country to experience the Quality evolution. In the 1950s and 1960s, Japanese goods were synonymous with cheapness and low quality, but over time their quality initiatives began to be successful, with Japan achieving high levels of quality in products from the 1970s onward. Quality management is now a Global standard and is leveraged in many industries.
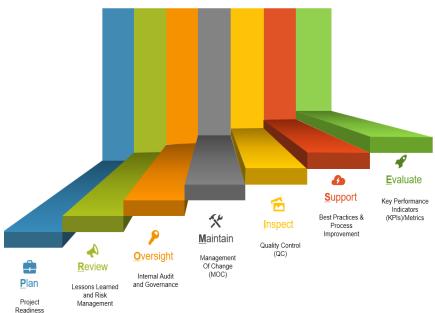
Quality Control continues to be a key aspect of delivering value and Quality to businesses. Quality Control has evolved to using Quality Control systems. Organizational development is improved for businesses that utilize a quality control systems. This increase in development stems from all organizational employees staying aware of their organization's product and/or service quality. The more focused and educated an organization's employees stay about quality, the higher quality the organization's products and/or services will be. Quality management systems also lead to quality planning, which leads to an improvement in employee communication skills, a broadening of employee skills and knowledge, as well as an increase in organizational flexibility. These systems also improve an organization's internal customer/supplier relationships.

At ORC Quality is an integral part of ORC's Corporate Business Principles. These Principles guide us in delivering compliant and preferred products and services. Quality is built into our culture through The ORC Way™ and the Quality PROMISE Program.

P – Plan
R – Review
O – Oversight
M – Maintain
I – Inspect
S – Support
E – Evaluate

At ORC, we are dedicated to ensuring that we never compromise on the safety, compliance, and the quality of our products and services. Each one of us

Plan
Project Readiness

Review
Lessons Learned and Risk Management

Oversight
Internal Audit and Governance

Maintain
Management Of Change (MOC)

Inspect
Quality Control (QC)

Support
Best Practices & Process Improvement

Evaluate
Key Performance Indicators (KPIs)/Metrics

carries the authority to influence Quality through our industry leadership, stewardship, and passion. To promote Quality, we understand that we must be engaged both to understand our accountability to Quality and to empower our ability to protect our fellow team members, our customers, and our brand.

The essential elements of our ORC Quality Policy, which drives our continuous commitment to excellence, include:

- Complying with relevant laws and regulations as well as internal requirements;
- Fostering a quality mind-set with the objective of developing and providing trusted, Client-preferred, products and services of excellence (or exemplary products and services);
- Continuously challenging ourselves to improve the quality management system to guarantee our focus on safety;
- Demonstrating continuous improvement through sharing lessons learned to ensure quality;
- Encouraging participation and promotion of quality responsibilities among all employees and third parties through applying standards, education, training and coaching, supervision, and effective communication;
- Ensuring that our process identifies, assesses, quantifies, and mitigates our operational risk.

At ORC, our teamwork, engagement, ownership, and support are vital for achieving our Quality objectives. We are committed to providing the required leadership, management, and resources to optimize Quality, and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties. At its core, Quality is first and foremost about trust in our products, our services, and our brand.

Our goal is to partner with our clients to provide the services you need in the format you want to see, with exceptional results. For more information on our PROMISE program contact Steve Toth at stoth@orcolan.com. ■ ■ ■