

Quality management concepts

You are learning to define quality in your projects. **Quality** is when the outlined requirements for the deliverable are fulfilled and meet or exceed the needs and expectations of customers.

In this reading, we'll review the four main concepts of **quality management** we discussed in the previous video: quality standards, quality planning, quality assurance, and quality control.

- **Quality standards** provide requirements, specifications, or guidelines that can be used to ensure that products, processes, or services are fit for achieving the desired outcome. These standards must be met in order for the product, process, or service to be considered successful by the organization and the customer. You will set quality standards with your team and your customer at the beginning of your project. Well-defined standards lead to less rework and schedule delays throughout your project.
- **Quality planning** involves the actions of you or your team to establish and conduct a process for identifying and determining exactly which standards of quality are relevant to the project as a whole and how to satisfy them. During this process, you'll plan the procedures to achieve the quality standards for your project.
- **Quality assurance**, or QA, is a review process that evaluates whether the project is moving toward delivering a high-quality service or product. It includes regular audits to confirm that everything is going to plan and that the necessary procedures are being followed. Quality assurance helps you make sure that you and your customers are getting the exact product you contracted for.
- **Quality control**, or QC, involves monitoring project results and delivery to determine if they are meeting desired results. It includes the techniques that are used to ensure quality standards are maintained when a problem is identified. Quality control is a subset of quality assurance activities. While QA seeks to prevent defects *before* they occur, QC aims to identify defects *after* they have happened and also entails taking corrective action to resolve these issues.