QUALITY ASSURANCE, QUALITY CONTROL, AND QUALITY MANAGEMENT: THE DIFFERENCES

QUALITY MANAGEMENT

- The purpose of QM is to ensure the quality of every aspect that has a direct or indirect impact on customer satisfaction. Thus, it covers both QC and QA.
- QM helps you take a structured approach to defect management.
- QM ensures that high-risk problems and issues are properly dealt with and won't occur again.
- QM aligns the quality of a product and the structure of a company's processes with overall business goals, mission, and vision.

QUALITY ASSURANCE

- QA is a proactive approach intended to eliminate issues before users notice them or, in the best-case scenario, prevent those issues at all.
- QA is focused on primary production. For QA engineers, it means confirming that functionality, performance, and other aspects of the product meet the requirements.
- QA goals are user-driven. They include minimizing the number of issues, improving the efficiency of development, and increasing the testing speed.

QUALITY CONTROL

- QC is about monitoring and recording the results of quality-related activities to assess the state of software and recommend necessary changes.
- QC estimates if the quality of a product or service meets customer's expectations.
- QC takes into account secondary factors such as hardware differences, API compatibility, etc.
- QC goals are product-driven.

QA MADNESS