

Ready to use High Quality  
Professional templates  
made as per ISO requirements



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## What do we mean by Quality?



- **ISO 9000:** "*Degree to which a set of inherent characteristics fulfills requirements.*"
- **Philip B. Crosby:** "*Conformance to requirements.*"
- **Robert Pirsig:** "*The result of care.*"
- **Joseph M. Juran:** "*Fitness for use.*"
- **Gerald M. Weinberg:** "*Value to some person*".

## What is Quality Assurance?



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

**Quality assurance:** *The planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.*

## Quality Assurance vs Quality Control



- **Quality assurance:** *The planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.*
- **Quality control:** *The observation techniques and activities used to fulfill requirements for quality.*

While **Quality Assurance** aims at **prevention of defects**, **Quality Control** is concerned with **detection of defects**

# Quality Assurance Plan



**The Quality Assurance Plan is a composite document which contains all the information necessary to carry out the quality assurance activities for the project.**

## Requirements of a Quality Assurance Plan



**must not only be specific and contain  
detailed listing of all quality requirements  
and standards,**

**but also**

**include all the steps taken to ensure that  
those requirements and standards are  
met.**

## Reality Check



**Unfortunately, Project Quality Assurance Plans prepared by most organizations do NOT satisfy these requirements & thus fail to inspire confidence in customers/clients.**

## Reality Check



**Preparation of a good Project Quality Assurance Plan is a highly specialized & professional activity; which makes it a pretty costly affair.**

High Quality Professional Templates for  
Quality Assurance Plan



But.....you now **no longer** need to  
compromise on quality of your  
Quality Assurance Plans!

High Quality Professional Templates for  
Quality Assurance Plan



**Concrete-Techgroup**

Offer you

**High Quality International Standard  
Professional Templates made as per  
ISO requirements**



at

**most economical prices**

# High Quality Professional Templates for Quality Assurance Plan



- **Made by highly experienced professionals**
- **Comply with ISO requirements**
- **in MS Word (2003) format: editable by users to enter their site specific details....**

# High Quality Professional Templates for Quality Assurance Plan



Include details/requirements for:-

- ✓ Maintaining record of Document amendments
- ✓ Organization and responsibilities , Quality management system structure & Quality policy and quality objectives
- ✓ Contractual information
- ✓ Project description
- ✓ Project organization & responsibilities of Project key personnel

# High Quality Professional Templates for Quality Assurance Plan



Include details/requirements for:-

- ✓ Client focus & requirements
- ✓ Management & organization responsibility (including responsibilities towards system planning, resources, infrastructure, environment etc)
- ✓ Quality management of Design
- ✓ Handling documentation & data records
- ✓ Subcontractor & supplier quality assurance requirements (including purchase processes & information)

# High Quality Professional Templates for Quality Assurance Plan



Include details/requirements for:-

- ✓ Product realization: specifications & requirements
- ✓ Product realization: in-process control
- ✓ Internal audit
- ✓ Monitoring and measurement of processes & products

# High Quality Professional Templates for Quality Assurance Plan



Include details/requirements for:-

- ✓ Control of non-conforming products
- ✓ Corrective action
- ✓ Preventive action
- ✓ Attachments to be attached with Quality Assurance Plans /Project Quality Plans

## Benefits



- ❖ Improvement in your organization's ( & your own!) **brand image**
- ❖ **industry reputation**
- ❖ increasing **effectiveness and productivity**
- ❖ identifying **improvement opportunities**
- ❖ **competitive advantages**
- ❖ increasing **customer satisfaction**
- ❖ **customer loyalty and repeat business satisfaction**
- ❖ **effective and efficient use of resources**

High Quality Professional Templates for  
Quality Assurance Plan



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## High Quality Professional Templates for Quality Assurance Plan



All that you need to do after purchasing Professional Templates is to edit these for your site specific requirements (like for details of agency, site details etc) .....

&

your own Quality Assurance Plan is ready for use or for submission to your client!.....

**the simplest way to boost your own or**  
**your organization's brand image!**

Thanks for watching this video



<http://www.concretebasics.org>