# Quality Assurance

Intended for beginner compliance programs

Quality Assurance (QA) is a way of building processes into your operations in an effort to prevent errors and/or defects in your products or services. Proper QA processes aid in avoiding problems when providing products and services to your customers. It is recommended that organizations have QA processes and procedures in place to avoid pitfalls and to provide guidance for recovering from issues and incidents.

QA can be applied throughout the entire organization. However, it generally is applied to operational functions such as manufacturing, order fulfillment and shipping. The goal is to establish processes which ultimately guide behavior in an effort to limit errors and defects. These efforts should include a systematic risk assessment to evaluate and measure potential risks and define the organization's tolerance to risks and defects.

QA monitoring can take place internally with your own staff or can be outsourced to a third party. Third-party QA auditors provide a viable solution for QA auditing of foreign factories.

A statement to vendors and customers stating your organization's commitment to QA is recommended.
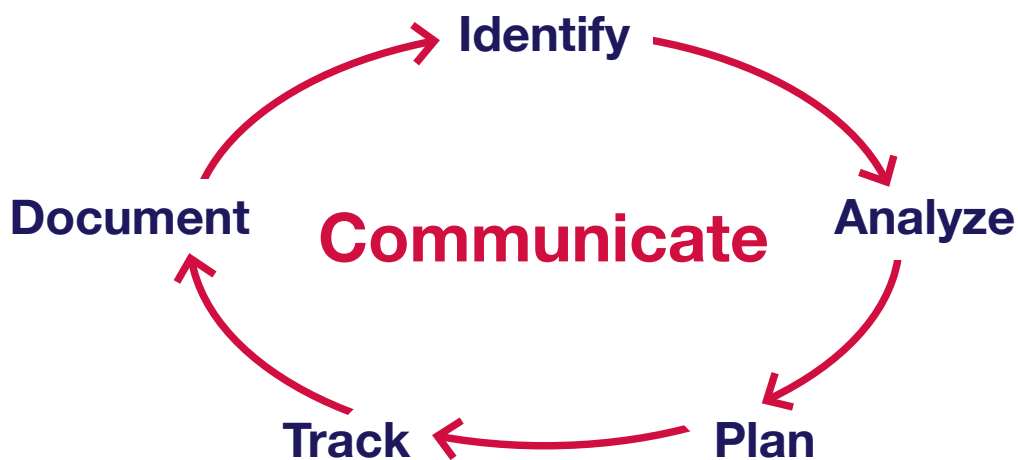
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