

Quality in Projects (QA) Memorandum

Quality Assurance

One of the definitions for “quality” is “fit for purpose”, even though the definition in the ISO manual is much more detailed. Every ISO certified company has conformed with such definition, but still there are many cases in which products do not sufficiently meet the expectations of the clients or do not meet these expectations at all. The reasons for such situation can be more than one, but there is a professional way to find out the main reason and to bridge the gap. Such professional approach can be provided by the expertise of a Quality Assurance Manager.

The task of the QA Manager is to define – at the earliest possible stage of the project – the quality expectations through communication with the involved parties and to ensure that the agreements are respected in terms of sustainability, cost and time.

Here is an example of the activities of the QA Manager within the framework of Project Management:

- 1) To define the quality requirements of the client.
- 2) To determine the legal framework of the safety standards, such as PED, ATEX, PGS, local safety legislation and related permits.
- 3) To determine the technical requirements and standards.
- 4) To determine the legal framework regarding Health and Safety at work.
- 5) To determine test & purchasing criteria.
- 6) To determine delivery terms and conditions.

In addition to the above-mentioned activities, the QA manager is also in charge of the quality requirements of the building process.

Finally, you may consider that Quality and Safety (HSE) are areas which are tightly connected. An integral approach to these two subjects is strongly recommended by KPM Management.