



Business Change Support Inc.

adding value through aligning strategy, policy, process, systems and data

Quality Assurance vs Quality Control

Quality Assurance is process–focused

Quality Control is results–focused

Quality Assurance (QA)

QA is about how you decide what your goals are, what variance is acceptable and how you are going to ensure that you meet this target.

Translated in to business terms, QA is focused on adherence to corporate policy, how decisions are made and how they are acted upon.

Quality Control (QC)

QC is a measure of how well you've achieved your goals.

Translated in to business terms, QC is a measure of compliance with defined goals.