

Critically discuss the distinction between quality control and quality assurance



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Difference between Quality Control and Quality Assurance Introduction

Quality is a key towards success for any company. A company can satisfy the customers only if it provides them with reliable and quality products and services. Quality control and quality assurance are two of the main functions of the quality management department of a company, which play their role in the development of quality products.

2. Quality Control and Quality Assurance

“ Quality control involves the examination of a product, service, or process for certain minimum levels of quality” (Madison 2011). The main goal of a quality control team is to examine and verify the products in order to ensure that the products meet the minimum levels of quality standards set by the company. If the team identifies a problem in a product, it makes the quality control department stop the production of that product for the time being not only to make required changes in the product but also to ensure that the product meets the customers’ demands properly. “ Quality assurance is the process of verifying or determining whether products or services meet or exceed expectations” (Kietzman 2011). It is a process-driven approach towards achieving quality which requires specific steps to identify and attain goals. Quality assurance exceeds the customer expectations through a measurable and accountable process. The quality assurance team examines and tests the product manufacturing process in order to ensure excellence in every stage of the process by identify the defects and taking appropriate steps to remove those defects. Quality control involves such actions that assess and evaluate the manufacturing process of a product, whereas quality assurance involves such activities which ensure adequacy of the product development and quality

maintenance processes. Quality control team focuses on finding defects in a <https://assignbuster.com/critically-discuss-the-distinction-between-quality-control-and-quality-assurance/>

product in order to remove them. Quality control department verifies whether the defined requirements for the quality of a product are appropriate or not, whereas quality assurance team focuses on ensuring accuracy and precision of the processes involved in the process of product development and maintenance. Quality control team deals with the system development life cycle of a product, whereas quality assurance team deals with entire life cycle of a product. Quality control team checks the final product at all stage of the product development, whereas quality assurance team conducts reviews to ensure excellence in the product. Let us take an example of a product, which has many defects in it. Quality control and quality assurance teams will work towards solving this problem in a way that the quality control team will provide feedback regarding the problem to the quality assurance department. The quality assurance team, after receiving the feedback, will identify the causes of the problem and will take appropriate steps to eradicate the defects present in the product. Therefore, quality control and quality assurance are two different functions of quality management which play their role in ensuring quality of the product. 3.

Conclusion Summing it up, quality control and quality assurance are two of the main functions of quality management. Both functions, although look same, but play different roles in making a company deliver quality products to the customers. Therefore, it is very important for the management to understand the differences between the two functions in order to get a proper use of these functions. References Kietzman, S 2011, What is Quality Assurance?, viewed 18 April 2011, . Madison, N 2011, What is Quality Control?, viewed 18 April 2011, .