

EXPLORE QUALITY ASSURANCE & QUALITY CONTROL

WHAT IS QUALITY ASSURANCE & QUALITY CONTROL?

Quality assurance can be defined as "part of *quality management* focused on providing confidence that *quality requirements* will be fulfilled." The confidence provided by quality assurance is twofold—internally to management and externally to customers, government agencies, regulators, certifiers, and third parties. An alternate definition is "all the planned and systematic activities implemented within the quality system that can be demonstrated to provide confidence that a product or service will fulfill requirements for quality."

Quality control can be defined as "part of *quality management* focused on fulfilling *quality requirements*." While quality assurance relates to how a process is performed or how a product is made, quality control is more the inspection aspect of quality management. An alternate definition is "the operational techniques and activities used to fulfill requirements for quality."

FREQUENT JOB TITLES

- Quality Assurance (QA) Tester
- QA Specialist
- QA Associate
- QA Analyst
- Quality Control Specialist (QC)
- QC Inspector

IDEAL QUALIFICATIONS

- Experience in QA or other support roles
- Undergraduate research experience
- Project management experience
- Bachelor's, Master's, or PhD is often needed for other higher-level positions

KEY SKILLS

- Conscientious and Detail Oriented
- Strong analytical skills
- Interpersonal communication skills
- Microsoft Office Suite

TYPES OF EMPLOYERS

- Pharma and Drug Companies
- Medical Research Institutions
- Government Organizations
- Insurance Companies
- Health Care Facilities
- Medical Publishers and Associations
- Scientific Research Companies

HIRING TIMELINE

- Hiring timelines can depend on specific employer needs

PROFESSIONAL ASSOCIATIONS

- Society of Quality Assurance (SQA)
- Quality Assurance Association
- Global Association for Quality Management (GAQM)
- ASQ: Excellence Through Quality