



**Quality Program Development
Document No.: SQC-003**

**White Paper
Quality Assurance Program**

Develop a Quality Assurance Program to include: a written Quality Assurance Plan, unique Quality Control Procedures and Exhibits.

**Author Details: Ralph J. Storti
Date: November 28, 2006**

Table of Contents

Executive Summary	2
Business Challenge	3
Solution Description	4
Solution Benefits	5
Technical Specifications	6
Summary	7
About Storti Quality Consulting	8
Contact Us	9

Executive Summary

Overview

The Quality Assurance Program of any company has the primary goal of supplying satisfactory products and services, which rank among the best in the industry in total compliance with both contractual and regulatory requirements.

It is the policy of any company to constantly maintain an effective and efficient documented Quality Assurance System, complying with the requirements of the applicable Code of Federal Regulation (CFR) or International Organization of Standardization (ISO), and customer contractual requirements.

Customer Quote, "Working with Storti Consulting to develop a Quality Assurance Plan made the process easy. Their knowledge and experience was invaluable to us while integrating the plan into our day to day operation."

Quality has no specific meaning unless related to a specific function and/or object. Quality is a perceptual, conditional and somewhat subjective attribute.

Business Challenge

One of the more interesting issues for companies is deciding where their performance and quality initiatives should reside in the company.

Management Teams are asking, “Is it job performance or quality related”. A service such as quality might be slotted into an existing business unit. Taking a broader view, the combination of work related and quality services may be considered a business in its own right, leading the management team to create a separate unit.

Area	Unit
Job Performance	Operations
Quality Related	Quality

Every company is different, and there is no straightforward answer.

Quality Assurance

As management builds the necessary skills and capabilities, they will have to strike a delicate balance between the requirements of the current business, which generates the bulk of earnings today, and the needs of the new business model, which could deliver future earnings growth. Different performance and quality metrics will have to be applied to the current and new businesses, with significant implications for the strategy and operating-budget processes. Organizations will need to attract and assimilate skilled people to fill the capability gaps.

Solution Description

In March, 2006 Storti Quality Consulting, Inc. (SQC) was contacted and asked to develop a Company Specific Quality Assurance (QA) Program, in response to a request they received from their utility customer. SQC prepared an outline and timeline for developing a unique QA Plan and Quality Control Procedures, as follows:

Outline	Timeline
Conduct initial meeting, and set expectations	Prior to Starting
Review org charts, procedures, etc for understanding	Prior to Starting
Prepare the first (1 st) Draft of a Company QA Plan	One (1) Month
Update/resubmit 2 nd Draft of a Company QA Plan	Ten (10) days
Update/resubmit final Draft of a Company QA Plan	Seven (7) days
Prepare first (1 st) Draft of Company QC Procedures	One (1) Month
Update/resubmit 2 nd Draft of Company QC Procedures	Seven (7) days
Update/resubmit final Draft of Company QC Procedures	Seven (7) days
Conduct closing meeting review/approve all documents	Seven (7) days
Issue final Company QA Plan and QC Procedures	One (1) Day

SQC's goal was to provide our client with the highest level of consulting services available today, while striving to ensure we always meet customer satisfaction. Furthermore our client has contracted with us to conduct self-assessment audits, address findings and corrective actions identified during audits, and represent them during the performance of audits by their utility customer.

The client was asked for, and provided SQC, with access to existing company and utility customer specifications and quality related documents. Designated Subject Matter Experts (SME's) were identified and interviewed. Draft documents were reviewed and commented on by the functional area SME's. The client also identified points of contact to make decisions and approve all documents related to this project in a timely manner.

Solution Benefits

Opportunities stemming from a written quality assurance program exist beyond the utility industry. Many companies continue to outsource the administration of quality, creating large market in the areas of Quality Program development, Auditing and Technical Writing. Companies that currently need outsourced quality services have emerged from different starting points. Niche specialists are excelling in processes such as quality, while offering consulting, and administrative services.

2nd Party Audits and Assessments, provided by a consultant, lend credibility to the completeness and accuracy of these services. This independence, on behalf of the company, can help to satisfy any contractual requirements they might have with their customer(s). Savings can also be realized in the areas of:

Operations and Administrative Costs

Number of Employees

Medical and Dental Benefits

Life Insurance Coverage

Prescription Services

Vacation Time

Sick Leave

Many companies are investing in quality to become large-scale players. The endgame will probably see quality consultants forming long-term relationships, giving independent consultants a chance to participate. Some large consulting companies are building substantial businesses in the area of quality assurance, given the breadth of their capabilities, are likely to succeed as quality specialists.

Companies could respond by expanding their relationships with consultants, either choosing to provide quality services themselves or, more likely, in partnership with consulting companies to provide any needed quality related services.

Technical Specifications

Technical Specifications are clear statements that reflect the minimum qualifications for mastery and knowledge of processes, skills and practices that professionals should have before undertaking work which may put an employer at risk, either physically or financially. At a minimum an organizations' expectation of the adherence of the quality function to technical specifications should be consistent with those existing professional standards of other related professional disciplines (e.g. Inspection & Audit etc). Such specifications will contribute to the attainment of a reputation of competence by the profession. It is unreasonable to expect any one individual to be considered "an expert" in more than one such area. Quality is by its very nature is a strategic management discipline which requires its own specific managerial skills and expertise. Each organization must therefore decide for itself.

Details of the proposed solution

The breadth of experience, depth of knowledge and the precise level of detail required by particular individuals within the quality function will ultimately be dependent on the organization and the business activities in which that organization engages.

Technical Specifications should at a minimum address the following:

Attributes

Education and Training

Document Control

Procurement

Inspections

Measuring & Test Equipment

Corrective Actions

Audits

Applying Technical Specifications will assure that these attributes and experience gained will be recognized by the customer.

Summary

A written Quality Assurance Program that included: one (1) Quality Assurance Plan, eighteen (18) Quality Control Procedures and Fifty-Three (53) Exhibits was prepared, reviewed and approved by our client on June 19, 2006.

The approved Quality Assurance Program; including the Plan, Procedures and Exhibits, were submitted to our clients customer and accepted on November 28, 2006.

About Storti Quality Consulting

Target Market

Our target market for this project was Electric and Gas Utility Contractors. Although anyone can have the need for a written Quality Assurance Program, the biggest consumers could be utility contractors who would be the most interested in our services. Therefore, all your advertising and services rendered could be aimed (or "targeted") at attracting utility contractors to provide our services.

In economic development terms, the target market simply refers to the business sector(s) on which our company will focus resources for identification and performance. Through solid research, there is a clear vision of the companies that best fit our priorities and goals.

Contact Us

Name: Mr. Ralph J. Storti

Address: 800 Bartram Road

City: Willow Grove, PA

Zip/Post Code: 19090-2430

Country: United States

Email: Ralph.Storti@storticonsulting.net

Website: <http://www.storticonsulting.net>

Tel: 215.657.0837

Fax: 215.657.0837

More Information

For the latest information about our services, please see the following resources:

Our Site

<http://www.storticonsulting.net>

Articles

“Storti Quality Consulting, Inc. Develops a Unique Quality Assurance Program for Gas Utility Contractor”. (A request is with the utility, pending legal approval).

Copyright ©2007 Storti Quality Consulting, Inc. All Rights Reserved.

Storti Quality Consulting, Inc., logos, and trademarks or registered trademarks of Storti Quality Consulting, Inc. or its subsidiaries in the United States and other countries.

Other names and brands may be claimed as the property of others. Information regarding third party services is provided solely for educational purposes. Storti Quality Consulting, Inc. is not responsible for the performance or support of third party services and does not make any representations or warranties whatsoever regarding quality, reliability, functionality, or compatibility of these services.