

What is quality management

- Often abbreviated as **QM**
- Specification of a framework within the company to:
 - Ensuring end product safety
 - Fulfillment of customer specifications
 - Fulfillment of specifications from (regulatory) standards
- Framework applies to all workflows and processes in the company

Requirements to QM

- **Interface competence**
 - Knowledge of work processes in all departments
 - Close cooperation with relevant departments to ensure compliance with framework conditions
- **Expertise**
 - About specifications from any customer
 - About specifications from standards
- **Consulting**
 - Applying and communicating customer specifications to specific work processes within the company
 - Training relevant departments to comply with the defined framework conditions
- **Audit support**
 - Presentation of customer specifications during audits (external/internally supervised review)

What is quality assurance

- Often abbreviated as **QA**
- Continuous assurance of end product quality
- Implementation and evaluation of monitoring
- Working according to quality management specifications
- Executing force to comply with defined framework conditions

Requirements to QA

- **Product competence**
 - Knowledge of all quality parameters to be complied with for the end product
- **Collect and evaluate data**
 - Collect data on end product data and samples
 - Compare data with defined framework conditions
- **Provide**
 - All necessary quality points of the end product
 - For requests from the customer/standard
 - On internal request (e.g. QM)



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