

Quality Assurance

Applicants seeking Accreditation need to demonstrate a Quality Assurance System is active:

Quality Assurance Component	Comment
A Quality and Safety Policy	
Quality Indicators	
A Recording System	
Documented Corrective Action	
Documented Preventative Action	
Documented Internal Audit Programme	
Documented Management Reviews	

1) Quality Policy

This statement should explain what the applicants wants to achieve in respect to quality and safety and briefly, how it will be achieved.

2) Quality Indicators

The following are examples of Quality Indicators. This list may be regarded as the minimum requirement. Any of the following occurrences shall be recorded -

- a. Complaints and concerns from customers
- b. Complaints and concerns from the public
- c. Incidents and accidents in all facets of the business
- d. Complaints and concerns from staff
- e. Compliments from customers, staff or the public
- f. Audit findings
- g. Insurance claims

Quality Indicators are about identifying and satisfying the client's requirements and about avoiding any adverse effects on the public or environment.

3) Recording System

The key to a successful QA Programme is the recording system. This does not necessarily have to be elaborate. Whatever method is used it should provide the evidence that the quality and safety policies are active and effective.

A recording system includes a file where all corrective and preventative actions are filed along with the results of all audits and management reviews. All staff shall be encouraged to record defects/concerns/complaints using the QA Programme.

Applicants may elect to have a more elaborate system of recording that could be detailed in a Quality System Manual

4) Corrective Action

Actions taken to correct a problem must be recorded. This can be brief, and it is better to direct attention to correcting the problem rather than writing pages of what the corrective action was.

5) Preventative Action

A record of the action taken to prevent a re-occurrence of a problem should be kept, the amount of detail being consistent with the nature of the defect or incident.

6) Internal Audit Review

Internal audits (checks) confirm that continuing compliance with the rules and standards is achieved.

7) Management Review

A Management Review process means that the manager of the operation checks to ensure that the programme is being carried out correctly, meets the requirements for blue tick accreditation, and follows through the various corrective/preventative actions to see that they are achieving the high standard of quality required for accreditation. Management Reviews are best done immediately following each internal audit and shall be recorded as described in 3 above.