Quality Assurance Checklist

A quality assurance (QA) checklist for building quality into the process.

Quality system and policy

- [ ] Define a clear quality policy and objectives.
- [ ] Identify the standards and regulations that apply.
  Align with applicable standards such as ISO 9001 and your procedures.
- [ ] Map the key processes that affect quality.
- [ ] Assign quality roles, responsibilities and authority.
- [ ] Communicate the policy and objectives to all staff.
- [ ] Set measurable quality targets to track performance.

Procedures and documentation

- [ ] Document procedures and work instructions for key processes.
- [ ] Ensure documents are clear, current and version controlled.
- [ ] Make approved documents available where work is done.
- [ ] Control changes and remove obsolete documents.
- [ ] Define which records must be created and retained.
- [ ] Review documents regularly and update as processes change.

Training and competence

- [ ] Define the skills and qualifications each role requires.
- [ ] Assess staff competence against those requirements.
- [ ] Provide training on procedures, standards and equipment.
- [ ] Keep training records and certifications up to date.
- [ ] Verify training is effective before staff work unsupervised.
- [ ] Plan refresher training and cover for skills gaps.

Supplier and material control

- [ ] Maintain a list of approved suppliers.
- [ ] Assess and qualify new suppliers before use.
- [ ] Define quality requirements in purchase orders.
- [ ] Require certificates of conformity for key materials.
- [ ] Monitor supplier performance and quality over time.
- [ ] Address supplier nonconformances and corrective actions.

Process control and prevention

- [ ] Define acceptance criteria and process parameters.
- [ ] Control equipment, calibration and process settings.
- [ ] Use error-proofing to prevent common mistakes.

- [ ] Monitor processes for variation and trends.
- [ ] Standardize how work is set up and handed over.
- [ ] Capture and act on improvement opportunities.

Internal audits and improvement

- [ ] Plan a schedule of internal audits across processes.
- [ ] Use trained, independent auditors where possible.
- [ ] Record findings, observations and nonconformities.
- [ ] Assign corrective actions with owners and due dates.
- [ ] Verify corrective actions are effective.
- [ ] Review quality performance and drive continuous improvement.