

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.