

# B A COLLEGE OF ENGINEERING & TECHNOLOGY

## *Internal Quality Assurance*



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## WHAT IS QUALITY ?



QUALITY IS THE TOTALITY OF FEATURES AND CHARACTERISTICS OF A PRODUCT OR SERVICE THAT BEAR ON ITS ABILITY TO SATISFY GIVEN NEEDS OF ITS CUSTOMER

A product or service is said to be of good quality if it satisfies the customer requirements in terms of performance, grade, durability, appearance and intended use/purpose, etc.

Quality

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## WHAT IS QUALITY ?



QUALITY, AN INHERENT OR DISTINGUISHING CHARACTERISTIC, A DEGREE OR GRADE OF EXCELLENCE.

'Quality is the ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs.'

Process of trying to do the right thing right, on time, every time, to build and sustain relationships with customer.

Quality

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## QUALITY MANAGEMENT



**Quality management** is the act of overseeing all activities and tasks that must be accomplished to maintain a desired level of excellence.

**Quality management** ensures that an organization, product or service is consistent

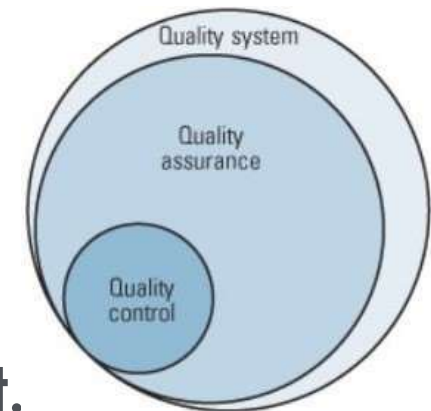
Quality Management



## QUALITY MANAGEMENT

Quality management has four main components:

1. Quality Planning,
2. Quality Assurance,
3. Quality Control and
4. Quality Improvement.



Quality management is focused not only on product and service quality, but also on the means to achieve it.

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## QUALITY ASSURANCE



Quality assurance can be defined as "part of *quality management* focused on providing confidence that *quality requirements* will be fulfilled."

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## QUALITY ASSURANCE

**Quality Assurance** contains all those planned and systematic actions necessary to supply adequate confidence that a product or service will satisfy/fulfill given requirements for Quality.

**Quality Assurance** is a way of preventing mistakes and defects in manufactured products or services and avoiding problems when delivering products or services to customers; which ISO 9000 defines as "part of quality management focused on providing confidence that quality requirements will be fulfilled".



Quality Assurance

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## QUALITY ASSURANCE



### PURPOSE :

The purpose of quality assurance is to fulfill front and back end processes in the most efficient and fluid manner, delivering the intended product or service on-time and within-budget, and going above and beyond in all transactions and interactions with the consumer.



Quality Assurance



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## QUALITY ASSURANCE

