08 Quality Assurance

Version 1.0

Scope: WCA directors, personnel, associates and subcontractors, as applicable to their work.

Purpose

Ensure consultancy, training and research deliverables meet agreed requirements.

Policy commitment

WCA commits to evidence-informed practice, professional competence and continuous improvement.

Implementation

Agree scope, deliverables, milestones and acceptance criteria in writing. Assign competent personnel, review evidence and outputs before release, control document versions and seek client feedback.

Reporting and accountability

Record nonconformities, agree corrective actions and verify completion. Review delivery outcomes at project closeout. Where independent review is needed, appoint a suitably qualified reviewer.