

# Quality

At a glance

Quality Planning

Quality Assurance

“

I say what I will do

Someone checks that it is appropriate

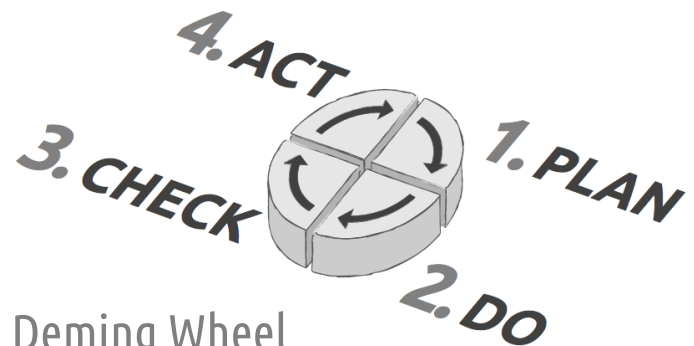
I do what I have said

I provide evidence of compliance”

Quality Control

“

I also identify defects  
in the processes and  
seize the opportunity  
to improve them”



Deming Wheel