

## **QA – Quality Assurance**

Quality Assurance is about:

- securing routines in a consequent and defines format, to ensure that a process can continue independent of individuals
- ensure that all planned systematic actions necessary are taken, for making the product/project produce confident deliverables with given quality

This is done by:

- continuously monitoring the process of the project or the operation concerned
- periodically measuring on defined indexes and measurable items
- overseeing that there is a compliance with standard and routines defined by the company policy
- evaluation and judgement

## **RM – Risk Management**

Risk Management is about:

- reviewing the worst scenarios for the project or operation concerned
- evaluating the probability level for the scenarios
- how to handle the different scenarios

This is done by:

- addressing, analyzing, discriminating and identifying the events that are casuative, so that change can be introduced into the process of the project or operation, preferably by means of a Risk Workshop
- communicate the result of the Risk Workshop
- act upon the result of the Risk Workshop, by taking actions to top priorities