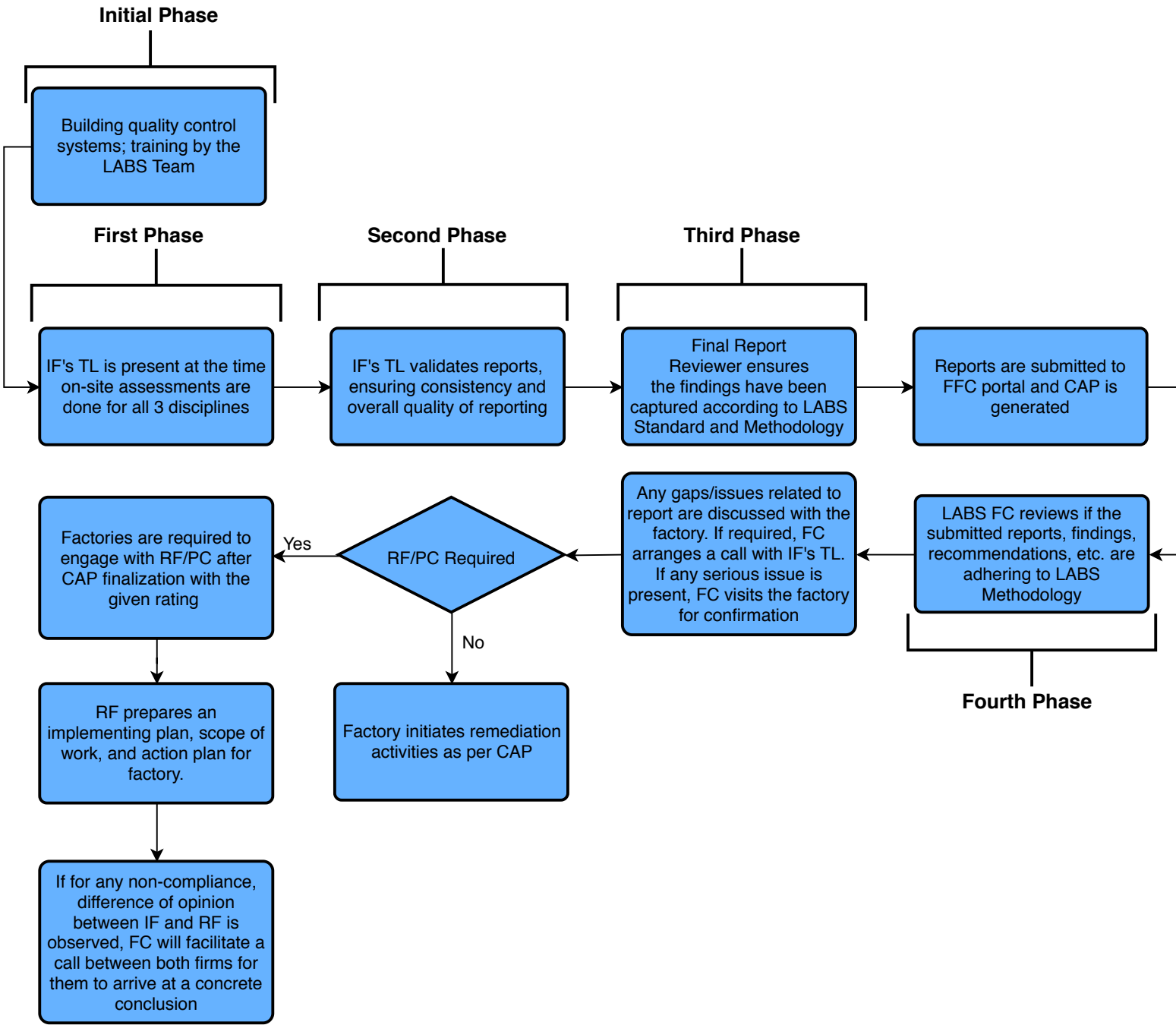# Quality Control vs Quality Assurance

Quality Control will ensure:
1) Accurate technical assessment of the observations and their accurate reporting
2) Assessment is aligned to LABS Standard and Methodology for preliminary safety assessments
3) All relevant backup documentation needed is part of data collected
4) The report is prepared as per the guidelines of LABS Standard and Methodology

Initial Phase

Building quality control systems; training by the LABS Team

First Phase

IF's TL is present at the time on-site assessments are done for all 3 disciplines

Second Phase

IF's TL validates reports, ensuring consistency and overall quality of reporting

Third Phase

Final Report Reviewer ensures the findings have been captured according to LABS Standard and Methodology

Reports are submitted to FFC portal and CAP is generated

LABS FC reviews if the submitted reports, findings, recommendations, etc. are adhering to LABS Methodology

Fourth Phase

Any gaps/issues related to report are discussed with the factory. If required, FC arranges a call with IF's TL. If any serious issue is present, FC visits the factory for confirmation

RF/PC Required

Yes → Factories are required to engage with RF/PC after CAP finalization with the given rating

No → Factory initiates remediation activities as per CAP

RF prepares an implementing plan, scope of work, and action plan for factory.

If for any non-compliance, difference of opinion between IF and RF is observed, FC will facilitate a call between both firms for them to arrive at a concrete conclusion

Quality Assurance will ensure:
1) Ethics and integrity of the assessments done by IF
2) Do the technical reassessment including a test to check any gaps that might have been there in the initial assessment conducted by IF.

For all assessments completed, 10% factories will be selected for QA

QA firm will report if any Red / Amber category observation was left out & ensure technical integrity of assessments and conclusions

QA firm will submit their findings, including new ones, according to LABS Methodology within five days of on-site assessment

IF is obliged to meet with the QA Firm for any deviation in findings and come to an agreed conclusion. FC will facilitate a call or meeting between both firms

FC- Factory Coordinator   **IF-** Inspection Firm   **RF-** Remediation Firm   **CAP-** Corrective Action Plan   **TL-** Team Leader   **PC-** Private Contractor