

Common Language

Quality: Doing work to agreed-upon standards and requirements.

- **Must meet all desired outcomes and objectives that result in products and services that meet what customers and funders want, need, expect and are willing to pay for.**

Quality Control (QC): A process for maintaining standards and requirements of quality that prevents and corrects variance so that the output meets customer's wants, needs and expectations.

- **Accomplished by the contractor before and during production or service**

Quality Assurance (QA): A process that provides confidence that standards and requirements have been fulfilled to the extent that customer's wants, needs and expectations are being met.

- **Accomplished after production or service**

Quality Plan: A set of interconnected processes managed by the Contractor that functions to achieve the company's quality goals.

Effective Work: Defect free work that meets all standards and requirements that will produce customer success and 100% customer satisfaction.

- Achieves customer's desired comfort, durability, health or environmental impact

Efficient Work: Work that will ensure a customer's investment will yield an expected return.

- **Return on investment is expressed in dollars**