

## **Executing Process Group Artifacts**

8.2 Perform Quality Assurance

8.2.3 Quality Audits (Tools and Techniques)

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**8.2.3 Quality Audits (Tools and Techniques):** This is an essay to explain quality audits which are tools used in the Perform Quality Assurance process. This audit is a structured independent process to determine if the project work being done complies with industry and project standards, along with norms, policy and procedures.

This was my job in the last 4 years of my military career. I was assigned to a quality assurance department in an aircraft maintenance group. Our objectives were to review and update Air Force safety standards. This also entailed ensuring technicians, flight crew and all civilian contractors, working on the flight line and working on aircraft, were complying with up to date technical manuals and conducting maintenance, flight operations and air field management in a safe manner.

PMI (2013) states that quality audits identify the best and safest way to conduct works, shortcomings, process improvement, eliminate waste, and highlight lessons learned for the organization (pg. 247). This is what I had to do and manage teams that would do this on a day to day basis. They would follow up with flight line personnel and make sure they were conducting maintenance in a safe and orderly fashion. They would also compile their findings and failed procedures to present to supervision at monthly stand-up meetings. These metrics would paint a picture on what variables or how maintenance is falling short. Most of the time it was individuals in a hurry or getting complacent. Quality auditing is an essential technique that is utilized by organizations for quality assurance process.