



HURST
TECHNOLOGIES

QUALITY MANAGEMENT PROGRAM

Hurst Technologies provides the services necessary to develop a concise Quality Management Program for its customers and clients. Hurst bases the program upon their specific needs. Although there are standard Quality Assurance (QA) and Quality Control (QC) programs available, it is important to have a program that meets the requirements of the specific products or services being provided. The standard modules for QA and QC are a good starting point but are not, in themselves, able to cover all the possibilities. Many applications, especially where technically sophisticated equipment and systems are incorporated in the project, processes, and facilities require customization of the Quality Management Program in order to meet the intent in the most timely and cost effective manor. Therefore, it is imperative to have a Quality Management Program designed specifically for the application.

What is a Quality Management System?

Simply stated, a Quality Management System entails interrelated procedures directed toward accomplishing predetermined goals. The purpose and goal of a Quality Management System is to ensure and attain the desired and specified quality of products and services. The “quality of a product or service” is the desirable composite of all features and attributes that satisfy the needs and expectations of the customer. Confidence in the delivery of this quality rests on the reputation and “quality image” of the supplier and their specific quality assurance activities.

What is included in a Quality Management System?

A Quality Management System encompasses two basic functions. They are Quality Assurance and Quality Control. The Merriam-Webster dictionary defines these two functions as:

“quality assurance (noun): a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.”

“quality control (noun): an aggregate of activities (as design analysis and inspection for defects) designed to ensure adequate quality especially in manufactured products.”

Simply stated:

Quality assurance aims to assure that quality work and quality deliverables will be built in before work is done.

Quality control aims to determine that quality work and quality deliverables did occur after work was done.



These definitions are foundational to the development of a Quality Management System. By definition, a Quality Management System falls under the guidance of management, whether from within the company, an outside source, or both. Quality starts with management and flows down from there into the organization until it meets the final product or service.

A Quality Management System sets in place the guidelines and directions to insure that the end product or service meets the criteria and rules that affect its provision. The system includes many facets such as design review, determination of adherence to procedures, documentation of findings, auditing and inspecting the work, materials, and final product, auditing and tracking of personnel training, just to name a few. What guidelines and directions apply and to what extent is determined by the end product. Thus, customization is the key to a well planned Quality Management System.

Why should a company have a Quality Management Program?

The benefits of a Quality Management Program, depending upon the particular application and can include some or all of the following: higher profitability, increased productivity, larger market share, job security, “quality image”, customer loyalty, staff cooperation, better workmanship, better utilization of economical and technical resources, and improved safety of personnel, equipment and operations.

Building a “quality image” begins by being able to show your customers that you can meet the highest standards set by your industry to provide the best-in-class products and services. That quality image encompasses not only what you do within your company but how you view your suppliers. Your customer knows that you have set a standard to live up to and it provides a level of confidence that you will produce a quality product or service. Your customer has a benchmark they can measure you and your product against.

What company functions should be included in the Quality Management Program?

This depends upon the scope of the program and possibly the standard or standards invoked. Depending upon maturity, QA/QC for a product can include as little as end-item inspection. Other situations may include production processes and supplies. The most comprehensive program accompanies all “life phases” of a product or service, from inception, design, procurement, and production operations to distribution, installation and customer service.

Functions within a company such as marketing, accounting, staffing, and public relations can, in various ways, become involved in quality initiatives. Under so-called “total quality control,” quality assurance and quality control responsibilities become written into every position. The principle “quality begins at the top” means that senior management plays an important and visible role. “Quality is everyone’s responsibility” indicates that quality permeates all functions and job-levels within the organization. This quite often leads to a level of “ownership” by the parties involved resulting in improved quality, schedule, operation, safety, and profitability.



How can Hurst Technologies help you achieve these goals?

Hurst Technologies works closely with its customers and clients to develop a Quality Management Program that best fits their operation and end product. We provide everything necessary to assist with the development of a plan to assuring that the plan is adhered to. You may already have a plan or portions of a plan in place. Hurst works with you to insure that the plan is complete, helps you to expand it as your business grows, and provide an “outside” source of expertise to audit and validate existing plans. We offer services to insure that your plan is applied correctly and adhered to by your staff and suppliers.

What specific services does Hurst Technologies provide?

The following is a brief topical description of our basic offering. We continue to add to our capabilities by applying the latest standards, participate in the development of standards, continually train our people in the latest applicable standards and practices, and add quality oriented people to our staff. A new employee or contract employee is required to review the Hurst quality management plan and requirements before beginning work. Many of our customers operate fossil and nuclear power facilities or public facilities such as airports and public infrastructure. These demand a high level of quality and they expect this from Hurst.

Hurst Technologies offers:

Quality Management System Development

Hurst’s highly trained staff assists in modifying existing quality systems or developing new systems to meet various specifications such as ISO, nuclear, DOE, and API. In addition, assessments and evaluations can be performed to validate compliance with such systems.

Quality Manual and Procedures Review and Development

Experienced Hurst QA staff members review and consult on existing systems and procedures to improve processes, upgrade systems to new specifications, or to prepare for registration/accreditation surveys.

Quality Assurance Engineering

QA engineering services include design document reviews, QA specification reviews, pre-award and supplier surveys, inspection planning, failure/root cause analysis and corrective action, development of contract-specific quality plans, and management reviews.

Audit, Inspection, and Surveillance

Audit, inspection, and surveillance services typically include quality system review, source inspections, site investigations, and internal and supplier audits. Source in-process inspections are carefully planned and integrated with the production schedule at appropriate stages. These inspections verify compliance to specifications before components are made inaccessible by further processing.



Software Quality Assurance and Configuration Management

In-process reviews and surveillance activities can be scheduled as appropriate to the complexity or critical nature of the software to assure compliance with standards such as ISO 9000-3, ANSI/ASME NQA-2a., IEEE-830.

Can We Help You?

Hurst Technologies is ready to provide you with any or all of these services. We look forward to discussing your needs with you. Please contact us at www.hursttech.com or directly to our marketing department at either bobb@hursttech.com or 713-882-9662.