

Shelter Construction & Rehabilitation

QUALITY ASSURANCE & QUALITY CONTROL (QA & QC)



Shelter Cluster Palestine
ShelterCluster.org
Coordinating Humanitarian Shelter



**ACTION
AGAINST
HUNGER**

INTEGRATION WITH OTHER TOOLS:

No.	Tool	Description
1	Quality Assurance and Control SOPs	Standard Operation Procedures (SOPs) that describes the systematic approach for ensuring that all activities, steps, processes, and documents implemented by Action Against Hunger staff in carrying out projects and activities, are all comply with the QA and QC procedures and standards that Action Against Hunger aims to achieve.
2	AAH Safety guidance	This guidance aims to preserve the safety of people and property through improve the awareness for workers and those who are in the Action Against Hunger work sites regarding the safety requirements.
3	Quality Control Forms	Tools to monitor and document the implementation quality by Action Against Hunger Engineers during their field (site memos, inspection request, submittals, etc.).
4	Progress Report Template	A report to monitor the implementation progress and the achieved quantities.
5	AAH Implementation methodologies SOPs	SOPs that summarize the used implementation methodologies in Action Against Hunger.

QUALITY ASSURANCE AND CONTROL SOP

WHAT IS AAH QA AND QC SOPS?

SOPs to ensure that all activities and projects implemented by Action Against Hunger are in compliance with the QA and QC procedures and standards that Action Against Hunger aims to achieve.



Quality Assurance
and
Quality Control

Standard Operating Procedures
(SOPs)

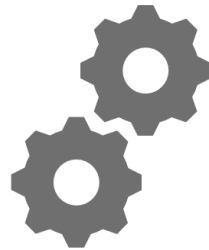
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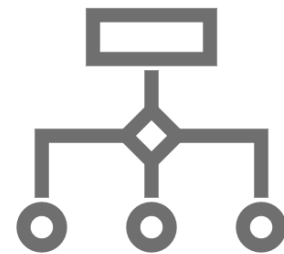
PURPOSE OF CREATING THE (QA & QC) SOP



To ensure the implementation quality in all project stages.



To harmonize and unify the QA and QC processes in the implementation of all projects.



Organize and structure the available QA/QC tools.

QA & QC PROCEDURES

When	Quality Assurance		Quality Control	
	Action	Responsible Team Members	Action	Responsible Team Members
Before implementation	Conduct deep technical assessment in the field to ensure and measure the need.	Project engineers.	Check and validate the technical assessment results and ensure their quality.	Quality and safety control engineer and Engineering Pool Manager.
	Fill the activity documentation checklist and follow the mentioned procedures.	Project engineers.	Ensure that the activity documentation checklist has been filled and the mentioned procedures have been followed with the requested quality.	Quality and safety control engineer.
	Use the validated tools for preparing the beneficiaries' list and related info.	Project engineers.	Review the beneficiaries' list and related info and ensure that it match the required quality.	Quality and safety control engineer.
	Prepare the required technical design (drawings and technical specifications) based on AAH standards.	Project engineers.	Review and validate the technical design and ensure their quality.	Engineering Pool Manager.
	Clarify the activity to proposed beneficiaries and sign consent document to ensure their understand and acceptance of proposed activity.	Project engineers/Head of projects.	Sign the required MoUs with beneficiaries and/or service providers.	Project engineers.
	N/A	N/A	Clarify and sign the safety guidance to beneficiaries /contractors.	Quality and safety control engineer.
	Use the validated tool for site handover to contractor/ beneficiary.	Project engineers.	Ensure that the site handover document is signed with contractor/ beneficiary on time and with the required quality.	Quality and safety control engineer.

During implementation	Monitoring the implementation through field visits and the use of quality assurance tools (site memos, inspection request, submittals, etc.).	Project engineers.	Conduct quality monitoring field visits to ensure the implemented works are complying with the requested quality. Also, to ensure that the required safety measures are followed in the field.	Quality and safety control engineer.
	Use the validated progress reports template to ensure the implementation quality in terms of time and achieved quantities (commitment to the validated plans).	Project engineers.	Review and check the progress reports to ensure their quality.	Quality and safety control engineer.
	N/A	N/A	Participate in the inspection of critical activities/ works during the implementation to ensure their quality and to avoid defects in the following activities.	Quality and safety control engineer / Engineering Pool Manager.
	N/A	N/A	Regular inputs to the contracts/MoUs progress monitoring and update tool, to update all departments regarding the achievements and deadlines.	Quality and safety control engineer.
After implementation	Use the validated tools to ensure professional handover of the activity.	Project engineers.	Participate in the handover sessions (preliminary and final), to ensure that the final works are complying with the requested quality.	Quality and safety control engineer / Engineering Pool Manager.
	Use the validated final reports template to ensure proper closing of the activity.	Project engineers.	Review and check the final reports to ensure its quality.	Quality and safety control engineer.
	N/A	N/A	Sign donation certificate (statement of transfer) with the beneficiaries to ensure that the received assistance meets their expected quality and covered their need.	Project engineers.

THANK YOU,,

