



# PROGRAM QUALITY ASSURANCE

## What is Quality Assurance?

Quality Assurance (QA) comprises a number of measures designed to ensure that there is a consistently high standard of performance, that quality-related activities are being performed effectively, and that all stakeholders may have confidence that audit results are meaningful.

## How does Quality Assurance work?



In the event that concerns are raised with respect to the management system of a COR certified employer, either health and safety or RTW, an additional audit may be performed. This audit would be performed by a neutral third party qualified auditor, at no cost to the employer.

### What percentage of audit results are reviewed?

All audits are subjected to a detailed paper review by the certifying partner. As part of the review of auditor performance, the certifying partner employs a third party qualified auditor to perform verification audits on approximately ten percent of audits.

### What if Quality Assurance shows a problem with my audit?

Problems with audits are usually due to the failure of the auditor to properly perform the audit or develop the comments and recommendations that are a critical part of every audit. As such, these problems are the responsibility of the auditor to correct.

### Who pays for the QA program?

- The employer pays for the audit
- WorkSafeBC pays for quality assurance activities, as part of the administrative expense of the Partners Program