ORAU	Policy Number:	**RCPE-100**
QUALITY ASSURANCE	Issued Date:	**August 2022**
	Initiating Organization:	**Resource Center for Performance Excellence (RCPE)**
	Applicability:	**All Employees and Subcontractors**

POLICY STATEMENT

ORAU is committed to satisfying customer requirements and continuously improving the quality of its products and services. All ORAU staff will work to promote quality and continuous improvement.

POLICY RATIONALE

The purpose of this policy is to implement and maintain a quality policy to:
- Support meeting customer and relevant regulatory and statutory requirements.
- Live up to ORAU values of **Quality** and **Customer Service**.
- Meet ISO 9001 requirements.
- Fulfill contractual requirements (see policy addendum).

POLICY REQUIREMENTS

All employees will report the following to their next-level manager: risks to quality, unmet quality objectives/expected outcomes.

All employees will strive to implement quality practices and participate in improvement efforts and teams.

Organizational units will perform quality-related self-assessments or request RCPE perform the assessments, as needed. Performance of self-assessments will include identifying areas and actions that need improvement and communicating results to relevant stakeholders.

RCPE will perform assessments to identify and may assist in implementing improvements and methods to sustain quality performance associated with processes or organizational units.

RCPE will perform self-assessments to identify strengths and weaknesses in the quality assurance (QA) program, verify adherence to this policy, and recommend ways to promote continuous improvement and performance excellence.

RESPONSIBILITIES

A. Employee
1) Incorporates quality practices into daily operations.
2) Suggests ways to promote continuous improvement.
3) Attempts to resolve the issue and consults with their manager about effects and possible solutions if there are risks to quality, quality objectives or expected outcomes are not, or may not be met.
4) Participates in improvement efforts or on improvement teams, as required.

B. Manager
1) Supports quality-related initiatives.
2) Takes corrective action when expected outcomes are not realized.
3) Contributes to implementation of quality objectives set at the organizational unit level.
4) Encourages employees' participation in QA planning and incorporation of QA into daily work practices.
5) Nominates employees to participate in improvement efforts or on improvement teams.
6) Reports to a next-level manager any expected or confirmed changes in customer, contractual, or regulatory requirements that might affect QA activities.
7) As needed, plans and conducts self-assessments or requests RCPE perform an assessment to:
    a) Verify that processes or changes are effective/adequate.
    b) Identify positive practices that should be sustained.
    c) Determine/document whether processes, systems, or services meet specified requirements.
    d) Identify problems that hinder the organization from achieving its objectives and recommend next steps.
8) Analyzes assessment results, determines appropriate response actions, tracks outcomes, and validates/verifies their successful resolution.
9) Communicates quality-related actions, including assessment results and response actions, to employees, upper management, and RCPE.
10) Considers and responds to risks that might affect quality (for help in risk evaluation refer to ORAU's risk policy).
11) Requests assistance from RCPE in implementation of quality practices and continuous improvement, as needed.

C. Director
Sets annual quality objectives for the organizational unit, communicates them to organizational unit employees, and routinely gauges and documents how well those objectives are being met.

D. Director, Performance Excellence
1) Directs, leads, and coordinates the QA program, including working with senior leadership to document achievement of the five guiding principles of the Strategic Plan, which serve as ORAU's ISO 9001 quality goals and objectives.
2) Oversees or conducts quality-related assessments and tracks any resulting improvement actions.
3) Oversees or conducts self-assessments of the QA program and implements identified improvements, as needed.
4) Provides guidance to organizational units related to QA and continuous improvement implementation.

CANCELLATION

This policy cancels and supersedes policy RCPE-100, dated July 11, 2019.

REFERENCES

1) ISO 9000:2015, Quality Management Systems – Fundamentals and Vocabulary
2) ISO 9001:2015, Quality Management Systems – Requirements
3) ORAU Strategic Plan (available on ORAU Shortcuts)
4) ORAU Policy LEG-710, Enterprise Risk Management
5) ISO 9001 Quality Manual (available on RCPE Shortcuts page)

ADDENDUM

1) ORISE Requirements
2) ORISE Quality Assurance Program

ATTACHMENTS

1) Definitions

Policy Changes

POLICY APPROVED BY: _____

ORAU President and CEO