

## **CASE Tool 9-2: Quality Assurance Plan**

### **ABSTRACT**

High quality client service -- from project initiation through construction completion -- is critical to both project success and maintaining key client relationships. Elements of ensuring quality service include:

- Client and project ownership by the individuals responsible for the project
- Continual staff education including both leadership and technical skill development  
Firm-wide standard of care
- Quality control process with a complete communication loop
- Written Quality Assurance Plan

As part of the Ten Foundations of Risk Management, CASE Tool No. 9-2: Quality Assurance Plan provides guidance to the structural engineering professional for developing a comprehensive detailed Quality Assurance Plan suitable for their firm.