

Quality Considerations for Munitions Response Projects

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**Prepared by
The Interstate Technology & Regulatory Council
Unexploded Ordnance Team**

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444 North Capitol Street, NW, Suite 445, Washington, DC 20001**

EXECUTIVE SUMMARY

In this document the ITRC Unexploded Ordnance (UXO) Team provides guidance to environmental regulators on how to define quality, how to systematically plan for and achieve quality results, and how to apply these concepts to processes common to a munitions response (MR) project. The document also provides real-world examples to illustrate how the proper or improper application of the quality concepts presented in this document affect the “quality” of MR projects.

In this document, quality is defined as “conformance to requirements.” To manage quality, the quality requirements of the project must first be understood. Requirements must be precisely stated and clearly understood by everyone involved. A plan is then put in place to meet those requirements.

The UXO Team emphasizes taking a whole-system approach to designing and managing an MR project to optimize quality. Whole-system design means optimizing not just parts, but the entire system (in this case the MR). Practically speaking, the UXO Team views MR as a system made of processes, subprocesses, and tasks. Therefore, a process approach to planning and managing MR projects is recommended.

An MR plan properly developed using the process approach will contain quality control (QC) and quality assurance (QA) activities that need to be performed. QC activities are focused on the deliverable itself. QA activities are focused on the process used to create the deliverable. QA and QC are both powerful techniques, and both must be performed to ensure that the deliverables meet the customer’s quality requirements.

Through the proper application of a process approach to plan and manage an MR project, the MR project should produce results of verifiable quality with sufficient QA and QC documentation for defensible decision making.