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**HUMANITARIAN MINE ACTION - QUALITY
MANAGEMENT - QUALITY ASSURANCE (QA)
AND QUALITY CONTROL (QC) FOR
MECHANICAL DEMINING**

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CEN

CWA 15833

WORKSHOP

April 2008

AGREEMENT

ICS 95.020

English version

Humanitarian mine action - Quality management - Quality assurance (QA) and quality control (QC) for mechanical demining

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

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Foreword

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which was supported by CEN following the public call for participation made on 27 November 2006.

Participants in the process were drawn from the following sectors with interests in humanitarian demining: non governmental organisations, other international organisations, national mine action authorities and manufacturers and users of demining machines. The following organisations have been actively participating in the process: Geneva International Center for Humanitarian Demining (GICHD), Switzerland. Active contributions have also been received by representatives from ANAMA, CMAC, CTRO, INTERSOS, PNDHD, SWEDEC, UNMACA, UNMAS, Norwegian People's Aid, Idea Group, Cranfield, DOK-ING, MineWolf Systems AG and Scanjack AB.

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The final review/endorsement round for this CWA was started on 2007-12-21 and was successfully closed on 2008-02-21. The final text of this CWA was submitted to CEN for publication on 2008-03-27.

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Comments or suggestions from the users of the CEN Workshop Agreement are welcome and should be addressed to the CEN Management Centre.

The development of this CWA has benefited from an EC - EuropeAid Co-operation Office, financial contribution allocated in the context of the EC Mandate M/306.

Introduction

The following definitions and notes associated with quality are taken from the International Mine Action Standard IMAS 04.10 *Glossary of mine action terms, definitions and abbreviations*. The note under the Quality Assurance (QA) definition is critical to understanding that quality in mine action is about more than checking processes during demining operations. This might be obvious but there is sufficient anecdotal evidence to suggest that it is often forgotten.

NOTE The IMAS definitions reference an earlier version of EN ISO 9000. The present EN ISO 9000 is from 2005. The cited definitions are the same except for the NOTES which are IMAS additions.

Quality Assurance (QA)

part of QM [quality management] focused on providing confidence that quality requirements will be fulfilled. [EN ISO 9000:2000]

NOTE: The purpose of QA in humanitarian demining is to confirm that management practices and operational procedures for demining are appropriate, are being applied and will achieve the stated requirement in a safe, effective and efficient manner. Internal QA will be conducted by demining organisations themselves, but external inspections by an external monitoring body should also be conducted.

Quality Control (QC)

part of QM focused on fulfilling quality requirements. [EN ISO 9000:2000]

NOTE: QC relates to the inspection of a finished product. In the case of humanitarian demining, the "product" is safe cleared land.

The note under Quality Control suggests that, in humanitarian demining, QC relates only to the inspection of safe cleared land (which is also addressed in IMAS 09.20 *Post-clearance sampling and inspections*). In this agreement, this narrow interpretation of QC is broadened to include quality control checks at stages of the process when there is something to be checked. QA and QC can, therefore, be conducted during demining operations as well as at the end when we check the quality of the final product, i.e. safe land through post-clearance sampling.

Both QA and QC are thus intrinsic parts of quality management which is defined in IMAS as:

Quality Management (QM)

coordinated activities to direct and control an organisation with regard to quality. [EN ISO 9000:2000]

This agreement looks at quality from the perspective that:

- Quality assurance (QA), either internal or external, has a primary focus on *process*;
- Quality control (QC), either internal or external, is focused on a *product*.

The product, when referring to safe cleared land ready for release, is not produced on day one. It may take weeks to clear the whole area but quality processes can start immediately. This agreement takes the position that both internal and external QA and QC are required at all stages of the process if demining machines are to be used to best effect.

This CEN Workshop Agreement should be read in understanding with the terminology used in CWA XXXXX *Humanitarian mine action – Follow-on processes after the use of demining machines*.

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