

e-Learning Lingo Podcast Defines “Quality Assurance”

Waltham, Massachusetts –September 10, 2009

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Announcer: The e-Learning Lingo Podcast.

Mary Kay Lofurno: Hello, this is Mary Kay Lofurno, Marketing Director here at [SyberWorks](#). Welcome to the 106th episode of the [e-Learning Lingo Podcast Series](#). Last week Dave Powell talked about [Emergent Literacy](#). This week Dave defines [Quality Assurance](#).

So I ask you, do you know your e-Learning Lingo?

[theme music]

Mary Kay: All right, Dave, tell us about [quality assurance](#).

David Powell: Quality assurance refers to any techniques, processes, strategies, metrics, and workflows that can ensure that a company’s products and services meet defined internal and external industry standards of excellence.

Mary Kay: OK. Dave, what’s typically included in a [quality assurance](#) program?

Dave: It varies by industry, Mary Kay, but common elements of quality assurance include regulating the quality of materials, components, assembly processes, services, management procedures, and inspections that affect the final product or service.

[Quality assurance](#) is often thought to apply to physical products, but it can be applied as well to e-learning systems and materials, and indeed to anything for which standards of excellence can be defined.

Mary Kay: OK, Dave, sounds good. Have a great afternoon.

Dave: You too, Mary Kay. Talk to you soon.

Mary Kay: This is Mary Kay Lofurno, Marketing Director at [SyberWorks](#). Thanks for listening to Episode 106 of the [e-Learning Lingo Podcast](#). This week Dave Powell talked about quality assurance. The Episode 106 podcast audio and transcript will be posted on the [e-Learning Lingo Podcast blog](#).

Next time on the e-Learning Lingo Podcast, we’ll talk about a term used in software development . Until that time, have a great week.

Announcer: SyberWorks Podcast. Learn any time, any place.

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