

## NATIONAL DEFENCE

### DIRECTOR GENERAL QUALITY ASSURANCE

The Department of National Defence (DND) is a customer for a wide range of goods and services procured from industry at home and abroad. As a customer, DND must ensure that the goods and services it buys are suitable for their intended purpose. To do this, DND has established a Quality Assurance organization headed by the Director General Quality Assurance (DGQA).

The Defence Departments of other nations also have similar Quality Assurance organizations to supervise the quality assurance of the goods and services they procure. Most Defence Departments procuring goods in Canada seek the services of DGQA to provide Quality Assurance on their behalf. Similarly, DGQA requests services of other Quality Assurance organizations in the respective country of procurement.

NATO has achieved a high degree of standardization in this request with most members using the same quality assurance specifications in their contracts. Other nations are confident that the Quality Assurance services they will receive in Canada are consistent with the requirements developed by NATO and, as a result, various agreements have been developed.

Reciprocal arrangements have been made by Canada with other foreign governments for the provision of quality assurance services on defence material procurement. Australia, Sweden, Switzerland, the United States and South Korea are party to bi-lateral agreements with Canada for these services. Also, Canada is a party to multi-lateral agreements with members of NATO Alliance and the American-British-Canada-Australian (ABCA) Standardization Program. The most prominent of these multi-lateral agreements are the NATO Standardization Agreements (STANAG). STANAG 4107 contains the procedures, terms and conditions for mutual Government Quality Assurance (GQA), and STANAG 4108 contains the list of Allied Quality Assurance Publications and the criteria for their use. The agreements, in broad terms, provide that the National Quality Assurance (NQAA) in a manufacturing country will, on the request of the NQAA in the purchasing country of NATO organization, provide QA service under standardized conditions. The DND QA authority (DGQA), will consider requests of GQA from countries other than NATO members, however, any service rendered under these circumstances normally will be on a cost-recoverable basis.