

Quality Assurance

Professional Research Standards | General company policy

Atlantic Research and Field Services (ARFS) works closely with each client to understand what the project must achieve and agree on how quality will be assessed. Our own checks support accurate, consistent and useful work throughout delivery. This policy applies to the Owner and Director, employees, contractors and field associates.

Agree on quality before work begins

Confirm the research objectives, scope, methods, participant or site selection, required accuracy, timelines, reporting format and deliverables with the client. Document practical acceptance criteria and any applicable contract or technical standards. Identify limitations and responsibilities early. Client expectations guide delivery without compromising honest reporting, privacy or research ethics.

Give the team clear instructions

Translate the agreed requirements into a project brief, collection tools and field instructions. Brief everyone involved on their role, recording requirements, privacy safeguards and when to seek clarification. Review or pilot instruments and procedures where appropriate before full collection, and resolve issues that could affect consistency or participation.

Check quality as the work progresses

Review submissions for completeness, consistency, plausibility and adherence to instructions. Check coverage against the agreed collection plan and verify an appropriate sample of work using lawful, proportionate methods. Match the level of checking to project risk and requirements; do not imply that every response is independently verified. Keep relevant records of checks, corrections and unresolved issues.

Stay in contact and address problems early

Agree on suitable progress updates with the client. Raise gaps, unexpected findings, delays and quality concerns promptly, with proposed corrective action. Confirm material changes to scope, methods or deliverables before proceeding and record the agreement. Correct errors transparently and distinguish missing information from confirmed findings.

Review before delivery and learn afterward

The Owner and Director, or an assigned reviewer, checks outputs against the agreed requirements before delivery. Review calculations, consistency between evidence and conclusions, and clarity of reporting. Explain methods and important limitations, and distinguish evidence from interpretation. Allow for the agreed client review and correction process. Use client feedback and project lessons to improve future procedures.

Responsibility

Charles Batstone, Owner and Director, oversees project quality and follows up on concerns. Contact charles@atlanticresearch.ca or 902-249-0002. This policy is reviewed annually and when requirements change.