



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 4 - QUALITY MANAGEMENT

##### Question 1

- (a) **Describe TWO** benefits of a quality management system. (8 marks)
- (b) Using your answer to Part (a), **illustrate** how those benefits can contribute to the success of the organisation. Use examples to support your answer. (12 marks)

##### Question 2

- (a) **Explain why** an organisation needs to measure quality standards. (10 marks)
- (b) **Suggest** ways in which an organisation would use data and statistics to measure quality standards. **Justify** your answer. (10 marks)

##### Question 3

**Distinguish** between 'quality assurance' and 'quality control'. (20 marks)

##### Question 4

- (a) Referring to an organisation you have studied, **describe TWO** functions of the business that use quality management to improve performance. (10 marks)
- (b) Using your answer to Part (a), **explain** how **both** functions measure the improvement generated by using quality management. (10 marks)

##### Question 5

- (a) **Describe FOUR** different methods of measuring quality. (8 marks)
- (b) Using your answer to Part (a), **explain** how **TWO** of these methods can increase performance. (12 marks)