



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 4 - QUALITY MANAGEMENT

##### Question 1

- (a) **Explain** what is meant by the term 'a quality management system'. (4 marks)
- (b) **Compare** the benefits **and** drawbacks which a quality management system provides to an organisation you are familiar with. (16 marks)

##### Question 2

- (a) **State TWO** quality benchmarks which all organisations could use. (2 marks)
- (b) **Differentiate** between **TWO** quality benchmarks which could be used by a **small** organisation. (12 marks)
- (c) Referring to your answer to Question 2a, **suggest** which **ONE** of these benchmarks would be the most appropriate to use by an organisation you are familiar with. **Justify** your answer. (6 marks)

##### Question 3

**Discuss why** it is important for an organisation you are familiar with to continuously improve quality standards. (20 marks)

##### Question 4

- (a) **Explain** what is meant by the term 'quality check'. (4 marks)
- (b) **Illustrate how** quality could be delivered by **TWO** different business functions. Use examples to support your answer. (10 marks)
- (c) **Suggest ONE** reason why quality is important to an organisation you are familiar with. **Justify** your answer. (6 marks)

##### Question 5

- (a) **Explain TWO** implications for an organisation you are familiar with of failing to conduct regular quality reviews. (8 marks)
- (b) **Compare TWO internal** factors which could prompt a quality review in an organisation you are familiar with. (12 marks)