



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 4 - QUALITY MANAGEMENT

Question 1

- (a) **Compare** the benefits of a quality management system with the drawbacks of a quality management system. (10 marks)
- (b) Referring to your answer to Question 1a, **illustrate TWO** effects of these **benefits** on an organisation you are familiar with. Use examples to support your answer. (10 marks)

Question 2

- (a) **Explain** what is meant by the term 'quality'. (4 marks)
- (b) **Compare** the disadvantages of **TWO** quality benchmarks which are used by organisations in your country. (16 marks)

Question 3

- (a) **Illustrate how** an organisation you are familiar with can measure quality standards. Use examples to support your answer. (14 marks)
- (b) **Suggest ONE** way in which an organisation you are familiar with could benefit from continuous quality improvement. **Justify** your answer. (6 marks)

Question 4

Suggest how quality is linked to **TWO** different business functions in an organisation you are familiar with. Justify your answer. (20 marks)

Question 5

- (a) **Differentiate** between **TWO** factors which could prompt a quality review. (14 marks)
- (b) **Suggest ONE** way in which quality management is related to business success. **Justify** your answer. (6 marks)