



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 4 - QUALITY MANAGEMENT

Question 1

(a) Distinguish between quality management processes and quality management systems. (8 marks)

(b) Suggest, with the use of examples, why decision making in the aircraft production industry needs to be fact based. (12 marks)

Question 2

(a) Explain, with the use of examples, what is meant by best practice benchmarking. (8 marks)

(b) Discuss the difference between quality control and quality assurance. (12 marks)

Question 3

Discuss the relationship between continuous improvement and organisational strategy. (20 marks)

Question 4

(a) Describe what a business needs to demonstrate it has done in order to obtain the ISO 9000 certificate. (8 marks)

(b) Suggest how quality management systems and processes can help improve the competitiveness of businesses. (12 marks)

Question 5

(a) Explain, with the use of examples, the importance of teamwork in Total Quality Management (TQM). (8 marks)

(b) Suggest **THREE** implications of TQM for a business. (12 marks)