



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 4 - QUALITY MANAGEMENT

Question 1

Discuss the importance of the concept of continuous improvement to business organisations. (20 marks)

Question 2

- (a) Describe the relationship of quality standards and benchmarks to organisational strategy. (8 marks)
- (b) Discuss how an organisation could measure the effectiveness of its quality standards and benchmarks. (12 marks)

Question 3

- (a) Explain why organisations conduct quality reviews. (8 marks)
- (b) Discuss the analytical tools that could be used in an organisation as part of continuous improvement. (12 marks)

Question 4

- (a) Explain what is involved in the establishment of a quality management system in a business organisation. (8 marks)
- (b) Discuss the relationship between quality system policies, procedures and processes. (12 marks)

Question 5

- (a) Explain what is meant by competitive advantage. (8 marks)
- (b) Discuss the potential impact of quality on the stakeholders of an organisation. (12 marks)