



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 4 - QUALITY MANAGEMENT

Question 1

Assess, with the use of examples, the contribution that fact-based decision making could make to quality management in a business. (20 marks)

Question 2

(a) Explain TWO potential obstacles to effective quality management in a business. (8 marks)

(b) Discuss the benefits and limitations of different tools and techniques that can be used to evaluate the effectiveness of quality management in an organisation. (12 marks)

Question 3

(a) Suggest how continuous improvement in a business can be effectively managed. (8 marks)

(b) Discuss, with the use of examples, why the presentation of data is so important in business management. (12 marks)

Question 4

(a) Describe TWO principles of an effective quality management system. (8 marks)

(b) Discuss the potential benefits of an effective quality management system to a supermarket business. (12 marks)

Question 5

(a) Explain, with the use of examples, how sustainability can be used as a Unique Selling Point (USP) of a business. (8 marks)

(b) Analyse the contribution that stakeholders can make to the effectiveness of quality management in a business. (12 marks)