

Fit for purpose? Quality management

A Level 9.2.1 Quality control and quality assurance · 9.2.2 Benchmarking

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Running case: Holloway Ceramics · 60 minutes

How this topic is examined

Paper 3 • Decision-making • 60 marks • 1 h 45

Calculate % of output rejected [2]

Calculate the cost of substandard output [2]–[4]

Analyse benefits of quality assurance [8]

Evaluate whether TQM is sufficient [12]

Paper 4 • Business strategy • 40 marks • 1 h 15

Evaluate a quality management approach [20]

Advise on benchmarking [20]

Use the timeline and data

Link quality to other functions

Typical questions on this topic

Analyse two reasons why quality is important to [business]. [8]

Calculate the percentage of output that failed to meet quality standards. [2]

Analyse two benefits to [business] of using quality assurance. [8]

Evaluate whether TQM will be sufficient to solve the factory's problems. [12]

Evaluate whether introducing quality assurance is likely to be beneficial. [12]

By the end of this lecture you can...

- 1 Explain quality in terms of meeting customer expectations.
- 2 Analyse why quality is important to a business.
- 3 Evaluate the impact of quality control methods.
- 4 Evaluate the impact of quality assurance.
- 5 Evaluate the impact of Total Quality Management (TQM).
- 6 Assess the importance of benchmarking.

END OF PREVIEW

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