



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Management
Professional Level

MANAGING FOR QUALITY

4249/01

Optional Module

Valid between 1 January 2010 and 30 June 2011

READ THESE INSTRUCTIONS FIRST

You should read the assignment carefully.

It is important to complete the **Assignment Cover Sheet** when you have finished your work. You must complete the details and sign the declaration to confirm that the assignment is all your own work and your tutor must sign to verify that it is your own work.

The length of the assignment must be no more than 3000 words. Marks will be deducted from assignments that exceed the word limit.

This document consists of **3** printed pages.



Managing for Quality – Optional Module

Title: Quality Planning and Control

Before starting this assignment it is important to familiarise yourself with the module syllabus and the associated objectives and competence criteria so that your understanding and application of them will be a feature of your submitted report.

For this assignment you should work with your own organisation or one that is familiar to you. Briefly describe the organisation, its purpose, products and/or services and the department or project you work for (or the department/project you have selected) and your involvement with it. Throughout this assignment you are asked to study 'your organisation'. It is acceptable, however, for you to focus on one department, project, product or service if this is more appropriate.

The term 'quality' can be defined in a number of ways. Use academic literature to explore the different definitions of quality and include an explanation of 'perceived quality'. What challenges do these definitions present to organisations?

Describe the quality characteristics for your organisation's product or service. Use research to identify the different ways to measure quality. Explain the benefits and drawbacks of each identified method. How does your organisation measure quality? What constraints does this impose on your organisation? Clearly state the quality standards used for your product or service and explain how these standards attempt to meet customer requirements.

Make use of academic literature and other relevant sources to identify a range of systems for controlling quality. Identify the key features of these systems. What system does your organisation use for controlling quality? If this is not an established quality control model, describe the key features and explain why this is appropriate for your product or service.

Over a period of time, monitor quality of your product or service. Keep clear and accurate records of your monitoring. Analyse these documents and draw conclusions about the overall quality. Indicate deviations from standards, explain why these deviations arose and describe the corrective action that was taken. Provide copies of your quality monitoring documentation in the appendix of your report.

Review all the work you have done so far and use the findings of your review to assess how well your organisation is meeting set quality standards. Evaluate your organisation's quality systems by carrying out an appropriate level of audit. Compare your system with the other established systems identified earlier in this study. Draw conclusions about the effectiveness and efficiency of your system and identify areas for improvement.

Using a range of techniques, identify actions that can realistically be taken to make the identified improvements.

Summarise the key findings of your study and the recommended actions for improvement.

You must include in your assignment report all documentation, notes and materials generated during each stage of the study.

You are not expected to include confidential information on your organisation, its personnel or performance.

In writing the report, you should adopt an appropriate business format and show how knowledge and understanding of managing for quality have been applied in line with the module syllabus.

At the start of your assignment report, indicate the number of words used, which must not exceed the maximum permitted amount of 3000.

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