



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

MANAGING FOR QUALITY

4249/01

Optional Module

Valid between 1 January 2007 and 31 December 2007

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.

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



Managing for Quality – Optional Module

Title: Quality: A Key Ingredient of Successful Enterprises

Your start point for undertaking this assignment is to familiarise yourself with the module syllabus and the associated assessment objectives and competence criteria so that your understanding and application of them will feature in your submitted report.

For this assignment you should work with your own organisation or one that is familiar to you. 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.

Briefly explain why quality is a key component of success in organisations, regardless of their type, customers, products or services. Indicate the risks that may arise if managers neglect quality issues.

Explain how your organisation ensures quality of products and/or services and describe the quality systems that are in place (if any). Explain how quality is controlled and assured in your department or project, including any quality agreements or key performance indicators (KPIs) that are used. Show how the quality control/assurance within your department or project fits into the overall organisational policy or procedures for maintaining and improving quality.

Produce monitoring documentation to show how your department or project is meeting, or even surpassing, agreed quality standards. Analyse these documents to identify any shortfalls or deficiencies in the quality standards. Explain how these might affect your relationship with customers (internal and external) and the possible consequences for the future in terms of costs, delivery and staffing issues.

Using your own knowledge of the department or project, and the ideas of other people, identify options for improvement that will address the shortfalls identified. Analyse these options for suitability and acceptability and decide which option(s) to adopt. Devise an implementation plan for your proposed change(s).

Using all the information you now have, evaluate the effectiveness of your organisation's quality systems (with a particular focus on your department or project) and compare this with other available systems. Draw conclusions about the effectiveness and efficiency of your organisation's systems and identify areas for improvement.

Write a report to your manager summarising how quality is managed in your department or project. Explain how the shortfalls were identified and make recommendations for change to the quality systems. Justify your recommendations. Your report should indicate the improvements that should result from the proposed change(s).

You must include in your assignment report all documentation, notes and materials generated from 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 should not exceed the maximum permitted total of 3000.

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