



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

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**MANAGING FOR QUALITY**

**4249/01**

Optional Module

**Valid between 1 January 2008 and 31 December 2008**

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**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: Ensuring Quality Throughout**

Your start point for undertaking this assignment is to familiarise yourself with the module syllabus, the associated assessment objectives and competence criteria so that your understanding and application of them will be a strong feature of 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) as well as your involvement with it.

Explain why quality in its many aspects is a key component for success in organisations, regardless of their nature, type, customers, products and/or services. Explain the difference and relationship between quality control and quality assurance. 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 (or approaches) that are in place. Explain how quality is assured and controlled in your department or project, including any quality agreements or key performance indicators (KPIs) that are used. Indicate how quality control/assurance within your department or project fits into the overall organisational culture, policy or procedures for maintaining and improving quality.

Produce monitoring documentation or other evidence to show how your department or project is meeting, or even surpassing, agreed quality standards. Analyse these documents or evidence to identify any shortfalls or deficiencies in the current quality systems and processes. 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 two suitable options for improvement that will address the identified shortfalls or deficiencies in the quality systems and processes. Devise a plan for your proposed changes, clearly demonstrating the costs and benefits of each change and setting out any challenges that may be encountered in their implementation.

Using all the information you now have, evaluate the effectiveness and efficiency 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 the systems and identify areas/aspects 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 present your recommendations for change. Justify your recommendations and the likely 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 must not exceed the maximum permitted amount of 3,000 for the main body of the report.

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