

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

MANAGING FOR QUALITY

4176/01

4249/01

Optional Module

Valid between 1 January 2005 and 31 December 2005

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.

This document consists of **2** printed pages.

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UNIVERSITY *of* CAMBRIDGE
International Examinations

Managing for Quality – Optional Module

Title: Continuous Improvement through Quality Monitoring

Your start point for undertaking this assignment is to familiarise yourself with the syllabus for this module and the associated assessment objectives and competence criteria.

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).

Describe how your organisation ensures quality of products and/or services and any quality systems that are in place. Explain how quality is assured and controlled throughout the whole customer-supplier chain, including any quality agreements or key performance indicators. Explain how your department or project fits into this system or process.

Describe the quality standards in your department or project and how these are monitored and controlled. Produce monitoring documentation to show how your department or project is meeting these quality standards. Identify any shortfalls or deficiencies and explain how these could be affecting customer perceptions and the possible consequences for the future in terms of costs, delivery and staff issues.

Identify options for improvement that will address the shortfalls identified and analyse these for suitability and acceptability. Select your change options and devise an appropriate time related implementation plan.

Using all the information you now have, evaluate the quality systems in your organisation, making comparisons with other available systems. Identify any areas for improvement.

Write a report to your manager summarising the assurance and control of quality in your area of responsibility and show how the shortfalls were identified, your recommendations for change, the improvements that will result and the quality monitoring systems to be put in place for the future. Comment upon the overall quality systems in the organisation and make appropriate recommendations for improvements.

You must include in your assignment 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.

Indicate the number of words used at the start of your assignment report.

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