

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

CAMBRIDGE MANAGEMENT AWARD

EXECUTIVE CERTIFICATE

MODULE ASSIGNMENT

MODULE TITLE: Managing for Quality

MODULE NUMBER: 4176/B

Valid between 1 January 2002 and 31 December 2002

INSTRUCTIONS TO CANDIDATES

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 between 2000 and 3000 words.



UNIVERSITY *of* CAMBRIDGE
Local Examinations Syndicate

Executive Management Module 4176/B

Managing for Quality – Core Module

Title: Quality Audit

1. Obtain a copy of at least **two** processes and procedures within your organisation which relate to quality. These may be concerned with, for example, Investors in People, ISO accreditation, Health & Safety, products or services control, supplier control, or other procedures which control quality or performance, or output.

2. After gaining the appropriate permissions and authority within your organisation, review a range of activities and audit them against the procedures. Through your audit you should be able to comment on how well the activities measures against the stated procedures.

3. Write a report for your manager on the findings of your audit, setting out clearly the following:
 - the quality procedures under review and why they were selected
 - the activities audited against the procedures, and why they were selected
 - a summary of the results
 - an evaluation of the results with your recommendations for improvements in the design and use of quality systems.

4. Present your report verbally and in writing to your manager, recording any comments or feedback.

You must include in your assignment all documentation, notes and materials generated from each stage as shown above.

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