

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

MANAGING FOR QUALITY

4249/01

Optional Module

Valid between 1 January 2006 and 31 December 2006

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 Assurance for Success

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).

In general terms, explain the importance of quality to the success of organisations. Through appropriate research, identify different quality systems that are used by organisations. Describe the benefits and drawbacks of each and the situations when these might best be used.

Describe the quality systems that your chosen organisation uses and explain how this applies to your chosen department or project. Show how this approach leads to quality of products and/or services. Explain how quality is assured and controlled throughout the whole customer-supplier chain, including any quality agreements or key performance indicators. Comment on the overall quality systems in the organisation, and make appropriate recommendations for improvements. Explain how your chosen department or project fits into these systems and processes.

Explain the importance of regular and frequent quality monitoring and show how your chosen department or project does this. Support your explanation with copies of monitoring documentation and summarise these, explaining how they contribute to the overall quality assurance process.

Review monitoring records and identify any shortfalls/deficiencies. Explain the possible effect on customers, in terms of consequences for the future for costs, delivery and staff issues.

Evaluate the quality systems in the organisation with particular emphasis on your chosen department or project. Identify areas for improvement.

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

Write a report to your manager summarising how quality is assured, monitored and controlled in your chosen department or project. Describe how shortfalls were identified, your recommendations for change, the improvements that should result and the quality monitoring systems to be put in place for the future.

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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