

9.2 Quality management

Name: _____ Class: _____ Date: _____

Total: 33 marks

KEY WORDS quality

- quality management

- quality control

- total quality management

- quality assurance

Objective

Build the skills to answer exam questions on **quality management** – why **quality** matters, and the methods **quality control**, **quality assurance**, **total quality management** (TQM) and **benchmarking**.

You must be able to:

- explain why quality matters to a business
- distinguish quality control from quality assurance and TQM
- analyse and evaluate methods of managing quality

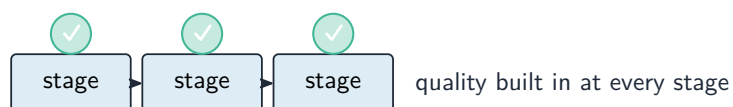
1 Key knowledge and worked examples

■ Managing quality

quality control



quality assurance



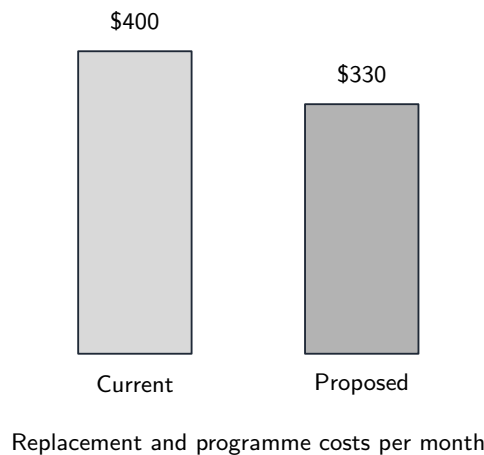
Control finds faults late; assurance prevents them

- **Quality control:** check finished products and remove faulty ones at the **end**.
- **Quality assurance:** build quality into **every** stage, so faults are prevented.
- **TQM:** every worker is responsible for quality, aiming for zero faults.
- **Benchmarking:** compare with the best firms and copy what they do well.

Answer shapes: AO1 + AO2 + AO3 (reasoning chain) + AO4 (a supported judgement *in context*).

■ Worked application: Evaluate prevention using defect costs

A fictional factory makes 1,000 units each month. End-of-line inspection finds 50 defective units, each costing \$8 to replace. Monthly replacement cost is $50 \times 8 = \$400$. A proposed staff-training and process-check programme costs \$250 per month and is predicted to reduce defects to 10 units, so total monthly cost would be $250 + 10 \times 8 = \$330$. The predicted saving is 70, not 320: include the programme cost. Quality assurance prevents faults through the process; inspection still has a role in detecting failures. The choice depends on whether the predicted reduction occurs and on effects such as customer trust, not this estimate alone.



2 Practice

2.1 State the difference between *quality control* and *quality assurance*. [2]

2.2 Define the term *total quality management (TQM)*. [2]

2.3 State two benefits to a business of producing good-quality products. [2]

3 Exam-style questions

3.1 Explain one benefit to a business of producing high-quality products. [3]

3.2 Analyse two benefits to a business of using **quality assurance**. [8]

[12]

[4]