

3.4 Internal influences, supply chains, and quality

Name: _____ Class: _____ Date: _____

Total: 12 marks

KEY WORDS internal influence 内部影响 • supply chain 供应链
• supplier dependence 供应商依赖 • quality assurance 质量保证

Objective

Use supply-chain and quality controls to reduce the risks of business growth.

You must be able to:

- define supply chain and supplier dependence
- explain a resilience response to disruption
- distinguish quality assurance from final inspection

1 Worked examples

■ Build resilience

A firm uses one supplier for an important battery. This **supplier dependence** 供应商依赖 means one delay can stop all production. It can approve a second supplier and keep a small safety stock.

Quality assurance 质量保证 prevents faults through training, standards, and checks during the process. It is more than finding a faulty product at the end.

2 Practice

2.1 Define a supply chain. [1]

2.2 State one risk of supplier dependence. [1]

2.3 Explain how a second approved supplier can improve resilience. [2]

3 Exam-style questions

3.1 A clothing business has repeated production delays because it relies on one fabric supplier. Recommend one internal control and justify it. [4]

3.2 Explain why standard operating procedures can support quality when a business opens branches in several countries. [4]

Solutions

2.1

- The network moving materials, information, and products from source to customer.

2.2

- A disruption at that supplier can stop or delay the business.

2.3

- The firm has another source if the first supplier fails.
- This reduces the chance that production stops completely.

3.1

- Approve and use a second fabric supplier.
- This reduces dependence on the single supplier.
- The business can continue production if one supplier is delayed.
- It should check the new supplier meets the required quality standard.

3.2

- Procedures give each branch a repeatable method for important tasks.
- Staff receive clear training and expected standards.
- Customers are more likely to receive consistent quality in each country.
- This protects the brand's quality promise as it grows.