

SECTION A – ANSWER ALL QUESTIONS

QUESTION 1

The Investors in People Award is celebrating its 20th anniversary this year. The standard sets out a level of good practice for training and development of people to achieve business goals. The framework consists of three principles: Plan, Do and Review.

- (a) Describe in detail the three principles and how they are used, or could be used, by your organisation to achieve the standard for the Investors in People award.

(12 marks)

- (b) Explain the advantages to employees and the organisation of using the standard.

(8 marks)

QUESTION 2

One of your products/services/materials/processes has experienced a high number of failures. At your suggestion, the company is introducing product conformity into the process to reduce the failures.

- (a) Describe in your own words what product conformity means.

(5 marks)

- (b) Describe what product conformity checks you can introduce in the process.

(5 marks)

- (c) Explain how you would monitor the results of the improvements.

(5 marks)

- (d) Describe the benefits of introducing product conformity checks for your company.

(5 marks)

QUESTION 3

An organisation is registered to a standard by an accredited third party. A recognised standard, i.e. (ISO standard series), is the key to ensuring that consumers, suppliers, purchasers and specifiers can have confidence in the quality of goods and in the provision of services throughout the supply chain.

- (a) Describe the role of accreditation bodies.

(5 marks)

- (b) Explain the benefits that registration brings to consumers, customers and companies.

(10 marks)

- (c) Describe the risks to a business that is not registered.

(5 marks)

SECTION B – ANSWER TWO QUESTIONS ONLY

QUESTION 4

A definition of the EFQM Excellence Model could be:

‘A practical self-assessment tool to help organisations measure where they are on the path to excellence; helping them understand the gaps; and then initiate solutions.’

- (a) Draw a diagram of the Excellence Model and describe in detail each of the nine component parts of the model.

(10 marks)

- (b) Write a report applying the model’s nine component parts (that is the five enablers and four results) to your company.

(10 marks)

QUESTION 5

There is an Integrated Management Standard available, PAS 99, which is a publicly available specification of common requirements for management systems that can be used as a framework for an integrated management system. It provides a single holistic integrated management system to enable companies to effectively run their operations. Your major customer is visiting your company next week and you have been asked to write a report on the advantages of using an integrated management system and/or PAS 99 to the customer. Diagrams can be used and the report should contain:

- (i) an introduction (5 marks)
- (ii) an explanation of the advantages to the business and customer (10 marks)
- (iii) a conclusion. (5 marks)

QUESTION 6

Management system standards are not product standards, there are no requirements that govern the characteristics of products/services. Management system standards apply to companies as a whole rather than the products/services they supply.

- (a) Describe how management systems have evolved. (10 marks)
- (b) Describe the five principle requirements of management system standards. (10 marks)

QUESTION 7

Your Managing Director has asked you to research the feasibility of CE marking for the company's most popular product.

Describe in detail:

- (a) the requirements of CE marking (10 marks)
- (b) an implementation plan of the steps the company needs to take to ensure the product gains the CE Mark. (10 marks)



Chartered Quality Institute

CQI Examinations January 2012

Unit 302

Management System Models (Level 3)

24 January 2012

Time: 9.40 – 12.10
(2½ hours)

Notes for candidates

At 9.30, you have 10 minutes preparation time before the exam begins. Your exam booklet will be handed out at 9.40.

Attempt **ALL THREE questions** in **Section A**. Attempt **any TWO** questions from **Section B**. If you attempt three or more questions in Section B, only the first two will be marked.

Questions may be attempted in any order. All questions carry equal marks. The maximum marks for each part of each question are shown.

Begin each question at the top of a fresh side of paper. Do not write in the margins.

If you use any additional sheets (graph paper or additional answer booklet) please indicate your CQI student number, examination name and date on each sheet.