

## QUESTION 5

The United Kingdom Accreditation Service (UKAS) provides an independent service used by organisations associated with standards such as ISO 9001.

- (a) Explain the purpose and role of UKAS. (6 marks)
- (b) Explain **two** benefits that UKAS can bring to the ISO 9001 certification process. (4 marks)
- (c) Describe the difference between accreditation and certification. (6 marks)
- (d) Compliance to specific safety standards or regulations may be supported by self-declaration. Explain this process in the context of CE marking. (9 marks)



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CQI Examinations June 2016

Unit 302

### Management System Models (Level 3)

22 June 2016

Time: 9.40 – 12.10  
(2½ hours)

#### Notes for candidates

Attempt **BOTH** questions in **Section A**.

Attempt **Any TWO** questions from **Section B**.

If you attempt all three 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.

## SECTION A – ANSWER ALL QUESTIONS

### QUESTION 1

A company currently has three stand-alone management systems for quality, health and safety, and environmental management.

- (a) Explain why an Integrated Management System would be of benefit. (10 marks)
- (b) Identify **three** common elements between the three stand-alone systems and describe how they would become integrated. (9 marks)
- (c) Describe **two** possible obstacles to effective integration of systems. (6 marks)

### QUESTION 2

Customer satisfaction is a common objective for quality management systems. Obtaining useful customer feedback, however, is not always straightforward.

- a) Explain **four** methods by which an organisation could actively seek customer feedback. (8 marks)
- b) For each of the **four** ways identified in part (a) briefly explain one disadvantage or limitation of the method. (8 marks)
- c) Customer perception of an organisation's performance may be different to the organisation's own views. Briefly explain **three** customer service activities where customer perception might differ from the service standard adopted by the organisation. (9 marks)

## SECTION B – ANSWER TWO QUESTIONS ONLY

### QUESTION 3

The Investors in People (IIP) model focuses on better people management. There are nine elements of the (IIP) model split into three performance headings – Leading, Supporting and Improving.

- a) Choose **one** of the following types of organisation and explain why an IIP approach would be beneficial. (7 marks)
- i. Hospital
  - ii. Hotel
  - iii. School
- b) Describe **one** key indicator from each of the three performance headings. (6 marks)
- c) There are **four** main stages to IIP accreditation. Briefly explain each of the four stages. (12 marks)

### QUESTION 4

ISO 9001 Quality Management Systems – Requirements has seven principle subsections:

- Context of the organisation
  - Leadership
  - Planning
  - Support
  - Operation
  - Performance evaluation
  - Improvement.
- (a) Choose any **four** of the seven subsections and describe in detail **two** elements for each. (16 marks)
- (b) Describe **three** potential benefits to companies and their stakeholders of implementing a quality management system to the requirements of ISO 9001. (9 marks)