



KD TRAINING SOLUTIONS

The Chartered Management Institute **Diploma in First Line Management**

Assessment Brief for: Maintaining Quality Standards (Unit 3007)

Introduction

The purpose of this assessment brief is to give you the opportunity to demonstrate your knowledge, skills and abilities in the topic of maintaining quality standards.

You are required to produce a formal management report of about 2,000 words in length that addresses real quality issues in your work area.

Question 1 – Explain how well quality is incorporated into the work that you are responsible for (700 words):

When answering this question you might want to consider addressing the following questions:

- What is quality?
- How do you and your team “transform” inputs into outputs?
- How good are the inputs and outputs?
- Why is quality important in your work area?
- What benefits do you get from providing quality?
- What is it that your external or internal customers want?
- How do you find out what your external or internal customers want?
- What quality control exists and how good is it?
- What quality assurance exists and is it followed and up to date?
- What aspects of continuous improvement, if any, are you involved with?
- What legal aspects of quality apply to your work and how well are they adhered to?
- What is your overall view of the quality you provide to your customers?

Question 2 – Explain the impact of quality on the work that you do and describe how you do or could encourage the involvement of your team in this process (500 words):

When answering this question you might want to consider addressing the following questions:

- What are the results if you get quality wrong in your work area?
- What control and failure costs apply or have applied to your work area?
- To what degree is your team involved in the quality process?

Question 3 – Carry out a basic quality audit in line with your organisation's quality systems and report your findings (500 words):

When answering this question you might want to consider addressing the following questions:

- What is a quality audit?
- How are quality problems normally identified in your work area?
- What quality problems normally occur?
- What quality assurance is used to check quality standards against?
- What information is gathered and how it is analysed?

When carrying out your audit, make sure you use the Critical Examination Matrix at Appendix 1 to your self study guide.

Question 4 – Identify a known quality problem in your work area and with the help of your team, suggest ways in which you could resolve the issue (300 words):

When answering this question you might want to consider addressing the following questions:

- What is the problem?
- Why is the problem occurring?
- How can you and your team resolve the quality problem?
- How would you monitor and review the situation?

Make sure that you complete a quality action plan which can be found at Appendix 2 to your self study guide for this unit.

How your work will be assessed

Below are the learning outcomes for this unit, matched against the assessment you will do:

| Unit | Learning Outcomes | Assessment |
|---|--|--|
| 3007 Maintaining Quality Standards | Understand the concept of quality | <i>Explain how well quality is incorporated into the work that you are responsible for</i> |
| | Understand the impact of quality on team operations | <i>Explain the impact of quality on the work that you do and describe how you do or could encourage the involvement of your team in this process</i> |
| | Understand how to measure an aspect of quality for a team activity | <i>Carry out a basic quality audit in line with your organisation's quality systems and report your findings</i> |
| | | <i>Identify a known quality problem in your work area and with the help of your team, suggest ways in which you could resolve the issue</i> |

Assessment Criteria

When your tutors assess your work they will apply the following criteria in ensuing that you have:

- Demonstrated knowledge of the Unit contents at the relevant depth and breadth
- Understand the topics sufficiently to apply them to your own situation
- Produced a piece of work that is communicated in a professional manner
- Explained how well quality is incorporated into the work that you are responsible for
- Explained the impact of quality on the work that you do and described how you encouraged the involvement of your team in this process
- Carried out a basic quality audit in line with your organisation's quality systems and reported your findings
- Identified a known quality problem in your work area and with the help of your team, suggested ways in which you could resolve the issue