Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2.4.4 Quality management**

1. What is meant by the term quality?

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1. Place each bullet point in the correct box. There are 4 bullet points per box.

* Increased administration costs
* Damage to reputation
* Requires employee engagement
* Customer loyalty
* Opportunity cost of management time
* Quality assurance
* Loss of market share
* Added value
* Training
* Total quality management
* Customer satisfaction
* Reliant on suppliers
* Increased waste
* Motivates employees
* Cost of training
* Quality control

|  |  |
| --- | --- |
| Methods of improving quality | Benefits of improving quality |
| Difficulties of improving quality | Consequences of poor quality |

1. What is quality control?
   1. Checking quality at each stage of the production process
   2. Checking quality at the end of the production process
   3. Making each employee responsible for quality, treating the next step as the customer
   4. Carrying out random checks on quality to ensure standards are met

Explanation:

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