Pearson Edexcel

GCSE (9-1)

Theme 2.3.3 Retrieval Resource: Managing quality

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Retrieval Quiz - 2.3.3: Managing quality

Questions:

1. Define the term **quality control**.

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2. Define the term **quality assurance**.

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3. Give **two** reasons why producing a quality product may be important to a business.

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4. Give **one** disadvantage to a business of introducing a system of quality assurance.

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5. Give **one** reason why producing a high-quality product may reduce the costs of a business.

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Answers:

1. This is where the quality of the product is checked at the end of the production process

2. This is where the quality of the product is checked at each individual stage of the production process

3.
   - Adds value
   - Enhances the brand name
   - Increases the price the business can charge
   - Provides a competitive advantage
   - Reduces competition in the market

4.
   - Employees require training
   - Increased training costs
   - It can take a long-time to establish
   - Provides a competitive advantage
   - Requires a change in business culture
   - Reduces competition in the market

5.
   - Fewer product repairs
   - Less after-sales service required
   - Less product returns
   - No need to repair damage to the brand by advertising