

Unit 42: Quality Management

Learning hours: 60

NQF level 4: BTEC Higher National – H2

Description of unit

The aim of this unit is to enable learners to understand the concept of quality and quality management and define it in the context of business and services operations. Learners will investigate the major quality schemes and evaluate these in terms of the benefits to the organisation and to the customers they serve.

This unit is common to more than one Higher National qualification. Learners must ensure that their evidence relates to the programme they are undertaking.

Summary of learning outcomes

To achieve this unit a learner must:

- 1 Examine the **concept of quality management** in a business and services context
- 2 Investigate **four different quality management schemes** appropriate to commercial operations
- 3 Explore a range of **quality controls** and assess their benefits to the customer
- 4 Apply **principles of quality management** to improve the performance of an organisation.