



# Assessment task 3 – Quality management system

### Purpose of assessment

To provide evidence of your skills and knowledge related to the effectiveness of a QMS within an organisation.

This assessment task accounts for 50% of total assessment.

Cut and Paste the Questions below into a text editor such as WordPad or Microsoft Word and answer the questions. Include both the Text file and the PDF Assessment Cover Sheet in your submission.

### Assessment task

You are required to review a QMS of an organisation to identify its strengths and weaknesses.

To do this, you will need to contact a suitable organisation and request their cooperation in completing this task.

You must interview the people responsible for making sure of the effectiveness of the QMS to inform development of a report documenting your findings.

Your report must include discussion about how the system has been developed to satisfy stakeholders' needs. You must also therefore articulate how senior management of the organisation foster a quality-focussed culture:

- explain how quality strategies are implemented and managed to make sure of the desired outcomes
- discuss the effectiveness of the tools and techniques used in the system.

This is to be an unbiased review of the system and should include details of faults in the system that might lead to unsatisfactory results. Please also include your recommendations for improvements.