**RMIT University**

**The total weighted mark for this final test is 20%.**

**AERO2380 Assessment 4 – Individual Take Home Assignment**

**(An essay of approximately 750-1000 words is expected, but there is no fixed upper limit.)**

**ANSWER SHEET**

**YOUR FULL NAME**

**YOUR STUDENT NUMBER**

An Australian domestic airline is failing to attract sufficient passenger numbers to achieve the growth required by its business plan. The airline has hired you as a Quality Consultant to help it implement a quality improvement initiative and hence revive the business.

With reference to ***any three*** of the seven fundamental principles of quality management outlined in ISO9001:2015, supported by any applicable Basic Quality Tools and/or Quality Improvement methodologies, suggest practical ways in which the airline might improve its business prospects. (Approximately 250-350 words per principle is expected).

YOUR ANSWER

**REMEMBER TO RENAME THIS FILE AS FOLLOWS PRIOR TO SUBMITTING IT**

*Lastname\_Firstname\_s1234567\_TakeHome.docx*