5.4 Quality control and quality assurance: 10-minute Pack

Total Marks

AQA 8132 · Calculator allowed · about 10 minutes

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show your working for any calculation: method marks are available even if your final answer is wrong. Ashgrove Bakery, used throughout this pack, is a fictional business.

1 Which one of the following best describes quality control?

- ☐ A) Checking a finished product or a sample of output, often at the end of production, to find and remove faulty items
- ☐ B) Advertising a product's quality to customers
- ☐ C) Setting the price a product will be sold for
- ☐ D) Training new staff on how to use the till

(Total for Question 1 is 1 mark)

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2 State two members of staff who might be responsible for checking quality under a quality assurance approach in a bakery.

(Total for Question 2 is 2 marks)

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3 Explain the key difference between quality control and quality assurance.

(Total for Question 3 is 3 marks)

4 Explain one reason maintaining consistent quality matters for a brand like Ashgrove Bakery.

(Total for Question 4 is 3 marks)

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Mark scheme · 5.4 Quality control and quality assurance: 10-minute Pack

Question 1

A cao **B1**

Answer: A

Question 2

one acceptable role, e.g. the baker who mixes and prepares the dough **B1**

a second acceptable role, e.g. the baker who oversees the oven/baking stage, or the member of staff who packages the finished loaves **B1**

Answer: Any two, e.g. the baker preparing the dough; the baker overseeing the oven; the staff member packaging loaves.

Question 3

identifies that quality control mainly checks the finished product or output, often at the end of the process, to find faults that have already happened **B1**

identifies that quality assurance builds quality checks into every stage of the process, with all staff responsible, aiming to prevent faults happening at all **B1**

draws a clear contrast between the two, e.g. quality control detects problems after they occur, while quality assurance tries to stop them occurring in the first place **B1**

Answer: Quality control mainly checks the finished output, often at the end, to catch faults that have already happened, whereas quality assurance builds checks into every stage of the process, with every worker responsible, aiming to prevent faults from occurring at all.

Question 4

identifies the point, e.g. customers expect a loaf to taste and look the same way every time they buy it **B1**

develops the point, e.g. an inconsistent product, or one that is sometimes faulty, damages customer trust and satisfaction **B1**

links clearly to an outcome, e.g. this can lose repeat customers and lead to poor word-of-mouth or reviews, reducing future sales **B1**

Answer: Customers expect a loaf to taste and look the same every time, so an inconsistent or faulty product damages trust, which can lose repeat customers and lead to poor word-of-mouth, reducing future sales.

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