5.9 The Importance of Quality and Identifying Quality Problems: 10-minute Pack

Total Marks

AQA 8132 · Calculators not allowed · about 10 minutes

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show any working for calculations. Riverside Bikes, used in this pack, is a fictional business.

1 Riverside Bikes, a small UK bicycle maker, has found that 60 of the 2,000 bicycles produced this month need rework because of faulty brake assemblies. Which one of the following best describes a direct financial cost Riverside Bikes faces because of these faulty brakes?

- ☐ A) Increased marketing spend
- ☐ B) Cost of remaking or repairing the faulty bicycles
- ☐ C) Longer product development cycle next year
- ☐ D) Higher employee morale

(Total for Question 1 is 1 mark)

2 Define, in a business context for Riverside Bikes, what is meant by 'quality' when describing their bicycles.

(Total for Question 2 is 1 mark)

3 State two pieces of information Riverside Bikes should record when analysing customer complaints about faulty brakes.

(Total for Question 3 is 2 marks)

4 Riverside Bikes decides to increase final sampling from 50 to 100 bicycles per month. Identify one likely immediate effect of this change on the business.

(Total for Question 4 is 1 mark)

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5 Riverside Bikes finds 60 faulty bicycles this month out of 2,000 produced. Calculate the failure rate as a percentage. Show your working.

(Total for Question 5 is 2 marks)

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6 State two preventive actions Riverside Bikes could take to reduce the number of faulty brake assemblies entering final production.

(Total for Question 6 is 2 marks)

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Mark scheme · 5.9 The Importance of Quality and Identifying Quality Problems: 10-minute Pack

Question 1

B cao **B1**

Answer: B

Question 2

a clear definition, e.g. the degree to which a bicycle meets customer expectations and specifications for performance and safety **B1**

Answer: The degree to which a bicycle meets customer expectations and required specifications for performance, reliability and safety.

Question 3

details of the fault or defect reported **B1**

date of sale or batch/serial number to trace production records **B1**

Answer: Any two, e.g. the exact fault details; the sale date or batch/serial number to trace production.

Question 4

higher inspection costs or more labour/time spent on quality checks **B1**

Answer: Immediate effect: increased inspection costs or more time and labour spent checking bicycles.

Question 5

60 / 2,000 seen **M1**

3.0% cao **A1**

Answer: 3.0%.

Question 6

introduce inspection of brake components on delivery from suppliers **B1**

implement a quality checklist or training for assembly staff to ensure correct fitting **B1**

Answer: Any two, e.g. inspect brake parts on delivery; provide assembly staff with checklists and training to ensure correct fitting.

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