

2.3.3 Edexcel Business

**Edexcel GCSE Business**

**2.3.3 Managing quality**

**Multiple Choice Question Test Bank**

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# MCQ Test 4

**This MCQ test contains 13 questions covering the specification content for 2.3.3: Managing quality**

**Instructions:**

- **There are 13 questions in this test.**
- **Your teacher will determine how long you have to complete this test and under what conditions.**
- Only **one** answer per question is allowed for **questions 1-11 inclusive.**
- **Two** answers should be selected for questions **12 and 13.**
- For each answer, completely fill in the circle alongside the appropriate answer(s).
- If you want to change your answer, you must cross out your original answer.
- If you wish to return to an answer previously crossed out, ring the answer you now wish to select.

**0 1** Quality is best described as:

- A Providing products that are of the highest standard possible
- B Providing products that are of a satisfactory standard
- C Providing products that consistently meet customer expectations
- D Providing products that are of a low standard and low price

[1 mark]

**0 2** Which of the following is a possible drawback of changing to a system of quality assurance?

- A Introduction and staff understanding can be slow
- B Inspectors may not pick up on all quality issues
- C Only certain staff will be involved in the new system
- D Inspectors are not flexible in their role

[1 mark]

**0 3** Which of the following best describes a system of managing quality that attempts to build quality into the system?

- A Quality assurance
- B Quality checks
- C Competitive advantage
- D Quality control

[1 mark]

**0 4** Which of the following is a consequence to a manufacturing business of experiencing a high defect rate in its production process?

- A Number of non-faulty products produced will increase
- B Profit margins will increase
- C Selling prices will increase
- D Unit costs will increase

[1 mark]

**0 5** Which of the following best describes the term, quality control?

- A The process of continuous improvement
- B Checking quality standards at the end of the production process
- C The process of building quality into the system
- D When every member of staff is responsible for quality

[1 mark]

**0 6** Which of the following is the most likely aim of a quality management system?

- A Higher quality, lower costs
- B Higher quality, higher costs
- C Lower quality, lower costs
- D Lower quality, higher costs

[1 mark]

**0 7** Which of the following should a system of quality assurance involve?

- A Production line workers only
- B Managers only
- C Shop floor workers only
- D Everyone

[1 mark]

**0 8** Which of the following is an important feature of quality assurance?

- A All quality checks are carried out by trained inspectors
- B All quality errors are passed onto managers for resolution
- C All products are checked at the end of the manufacturing process
- D All employees should take responsibility for quality

[1 mark]

**0 9** Which of the following statements best describes a quality product?

- A One that meets customer needs and expectations
- B The most expensive product of its kind on the market
- C One that has a low number of complaints
- D The cheapest product on the market

[1 mark]

**1 0** Which of the following would be a direct quality measure used on a production line producing cans of fizzy drinks?

- A The number of returned drinks in store
- B The number of verbal customer complaints received
- C The volume of underfilled cans recorded
- D The volume of sales received

[1 mark]

**1 1** Which of the following best describes the term competitive advantage? An advantage over competitors gained by offering ...

- A Employees greater value or benefits than rivals
- B Customers greater value or benefits than rivals
- C Managers greater value or benefits than rivals
- D Suppliers greater value or benefits than rivals

[1 mark]

**1 2** Which **two** of the following are benefits to a business of providing high quality products?

- A Costs increase
- B Higher prices can be charged
- C Business gains a good reputation
- D Less repeat custom
- E Lower profit margins

[2 marks]

**1 3** Which **two** of the following are benefits of implementing a quality assurance system?

- A Increase in re-working of faulty products
- B Employee empowerment is reduced
- C Costs are reduced as less wastage
- D Employee motivation may be improved
- E Less likely to gain a competitive advantage

[2 marks]

### ANSWERS TO THIS MCQ TEST

Q	CORRECT
1	C
2	A
3	A
4	D
5	B
6	A
7	D
8	D
9	A
10	C
11	B
12	B,C
13	C,D