

Cork Institute of Technology

Bachelor of Science in Food Science & Technology - Award

Bachelor of Science in Cell and Molecular Biology - Award

(NFQ Level 7)

Autumn 2006

Quality Management Systems

(Time: 3 Hours)

Answer a total of FIVE questions.
Answer TWO questions from Section A
Answer THREE questions from Section B

Examiners: Dr. T. Beresford
Ms. A. Murphy
Ms. A. Ward

Section A

- Q1. Functional analysis is an important Quality Management tool for setting detailed targets for improvement within each department. Discuss this statement outlining a specific example of how functional analysis may be applied to a department in an organisation. (20 marks)
- Q2. Write short notes on TWO of the following:
- (i) Benchmarking.
 - (ii) Teamwork for quality.
 - (iii) Quality Improvement Techniques.
 - (iv) General GMP requirements. (20 marks)
- Q3. Write an essay on the economics of quality under the following headings:
- (i) Types of quality costs. (6marks)
 - (ii) Traditional versus the modern economic models for quality of conformance. (8 marks)
 - (iii) Quality cost measurement and reporting. (6 marks)

Section B

- Q4. (a) Discuss the various internal and external data storage devices that are available in computers. (8 marks)
- (b) Discuss the merits and drawbacks of a sole trader as a trading entity. (6 marks)
- (c) Define the term Diseconomies of Scale. List the main diseconomies of scale in a business. (6 marks)
- Q5. (a) Discuss the function of the Operating System in a computer and outline the main classifications of operating systems available on modern computers. (6 marks)
- (b) List the main short term sources of finance for a business. (6 marks)
- (c) Write a brief note on **two** of the following in relation to consumer protection in the marketplace.
- (i) Consumer Information Act 1978.
 - (ii) Sale of Goods and Supply of Services Act 1980.
 - (iii) National Minimum Wage Act 2000. (8 marks)
- Q6. (a) Discuss the role of a laboratory information management system (LIMS) in a regulatory laboratory. (8 marks)
- (b) Discuss the role of IBEC in Ireland's business environment. (6 marks)
- (c) Discuss the reasons why a number of small businesses succeed in Ireland's competitive market place. (6 marks)
- Q7. (a) Discuss the role of a laboratory information management system LIMS in a Quality Control Laboratory. (8 marks)
- (b) Discuss briefly the main methods of market research that can be used by food and pharmaceutical companies. (6 marks)
- (c) Explain the term price elasticity of demand and list the main factors which affect price elasticity of demand. (6 marks)