

# 3

91381



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!



SUPERVISOR'S USE ONLY

## Level 3 Business Studies, 2018

### 91381 Apply business knowledge to address a complex problem(s) in a given global business context

9.30 a.m. Friday 9 November 2018  
Credits: Four

Achievement	Achievement with Merit	Achievement with Excellence
Apply business knowledge to address a complex problem(s) in a given global business context.	Apply in-depth business knowledge to address a complex problem(s) in a given global business context.	Apply comprehensive business knowledge to address a complex problem(s) in a given global business context.

Check that the National Student Number (NSN) on your admission slip is the same as the number at the top of this page.

**There is ONE task in this booklet. You should attempt ALL FOUR parts of the task.**

Pull out Resource Booklet 91381R from the centre of this booklet.

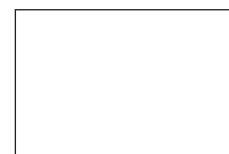
Refer to relevant business knowledge and/or Māori business concepts in your answers.

If you need more room for any answer, use the extra space provided at the back of this booklet.

Check that this booklet has pages 2–12 in the correct order and that none of these pages is blank.

**YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.**

**TOTAL**



ASSESSOR'S USE ONLY







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**ASSESSOR'S  
USE ONLY**

*JW* has a Technical Support department that helps customers when they have problems. A software update for the CXT device was introduced in May 2018. The update had been through a quality control process from the quality control department; however, Technical Support soon saw a massive increase in the number of clients having problems with the update.

- (c) Using Resources F and G, evaluate BOTH Quality Circles and Total Quality Management (TQM), as possible solutions that *JW* could use to improve quality, by:
- fully explaining ONE positive effect that EACH solution would have on the business
  - stating the solution you recommend
  - justifying your recommendation by explaining why it is a better solution for *JW* than the other option.

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Lined writing area for the student's response.

Empty box for marking or assessment.





