

Chapter 10
Management of Change

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Chapter 10 – Change – Employee Empowerment

2012 Q6 (A)

Discuss the benefits and risks of empowering employees within a business.
(20 marks)

MS: 4 @ 5 marks (2+3)

Chapter 10 – Change – Teamwork

2015 Q6 – Short

Forming, storming, norming and performing are stages in team development. Outline your understanding of storming and norming.

MS: 6m(3+3)+ 4m(2+2)

2011 Q5 (A)

Outline the benefits of teamwork for the employees in a business. (15 marks)

MS: 3 @ 5 marks (2+ 3)

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Chapter 10 – Change – Total Quality Management (TQM) 2009 Q6 (B)

Discuss the benefits of Total Quality Management 'TQM' to a manufacturing business. (20 marks)

MS: 4 @ 5 Marks (2+3) benefit must reference to a manufacturing business

The principles of Total Quality Management are (1) Focus on the Customer (2) Employee Empowerment (3) Teamwork (4) Continuous Improvement and all TQM answers should be based around these

2016 Q5 (C)

- (i) Explain the term quality assurance as part of Total Quality Management (TQM).
- (ii) Describe the benefits to a business of achieving a recognised quality mark standard. (20m)

MS: (i) 5m (2+3) (ii) 3 x 5m (2+3)

(i) _____

(ii) _____

**Chapter 10 – Change – Impact of Technology
2009 Q6 (A)**

Illustrate how the following developments in Information and Communications Technology (ICT) have impacted on business:

- (i) Electronic Data Interchange (EDI)
- (ii) The Internet and the World Wide Web
- (iii) Video-conferencing.

MS: 2@ 7 Marks 2+3+2 1@ 6 Marks 2+2+2

(i) Electronic Data Interchange (EDI)

E.g. _____

(ii) The Internet and the World Wide Web

E.g. _____

(iii) Video-conferencing.

E.g. _____

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2016 Q5 (B)

Analyse the impact of new technology on business costs and on business opportunities. Provide **examples** to support your answer. (20m)

MS: 4 x 5m (3+2); 2 of each required, with examples

E.g. _____

E.g. _____

E.g. _____

E.g. _____

**Chapter 10 – Change – Strategies for Managing Change
2011 – Short Q10**

Outline **two** strategies management could use to help employees adapt to change.

MS: (3m + 2m) x 2
