Summer Examinations 2015

ENG104815N

Module Title: Engineering Industry Practice
Level: Four
Time Allowed: Two hours

Instructions to students:
- Enter your student number not your name on all answer books.
- Answer any three questions.
- All questions carry equal marks. Where a question has more than one part the division of marks is stated.
- Begin each answer on a separate page; label each page clearly with the number of the question you are answering.
- Neither books nor notes may be taken into the examination.
- The use of calculators is not permitted.
- Students are permitted to remove this examination paper at the end of the examination.

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Answer any three questions.

**Question 1**

a. The 'life cycle' of a project is generally agreed to be four stages. Identify these stages and explain the key activities which would be undertaken during each stage.

   (12 marks)

b. For each of the stages above identify and explain the issues that might arise if the correct controls are not put in place to monitor each stage.

   (13 marks)

   Total: 25 marks

**Question 2**

Effective auditing can highlight area for improvement but also good points of good practice. The role of the auditor is about adding value to a business. The attributes required by an auditor to effectively ‘audit to add value’ can be summarised under four key headings. These are: Personal Traits, Influence, Audit Process and Power.

a. In the context of the role of the auditor, explain what factors would fall under each of the headings given above.

   (20 marks)

b. Identify five benefits to an engineering business of implementing an effective auditing process.

   (5 marks)

   Total: 25 marks

**Question 3**

a. ISO9001 is a quality management system used by many companies. Identify and explain five of the eight quality principles which support this management system.

   (10 marks)

b. Identify and explain five benefits to an engineering business of implementing a quality management system like ISO9001.

   (10 marks)

c. In the context of ISO9001, define the concept of the ‘customer’.

   (5 marks)

   Total: 25 marks
Question 4

PESTLE is an analysis tool used to evaluate factors affecting a business. For each of the areas represented by PESTLE identify and explain an external factor which may affect a business, giving details of the likely impact and how this information could be used to support decision making.

(25 marks)