**ASSIGNMENT TASK for Unit: Managing improvement**

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| **Centre Number:** 010563 | **Centre Name:** Queen Mary University of London |
| **Learner Registration No** | **Learner Name** |
| **TASK**The purpose of this unit is to develop understanding and ability to manage quality, so as to be able to plan improvements to meet or exceed customer requirements, as required by a practising or potential middle manager.**note** An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacityThe nominal word count for this assignment is 2500 words: The suggested range is between 2000 and 3000 words, however individuals have different writing styles, and there is no penalty if the word-count range is exceeded.*Check your assignment carefully prior to submission using the assessment criteria.*GUIDANCE:* Complete your assignment on this document in the section below labelled “Your Assignment”
* Save your assignment with the following title **PD120 Assignment YI XX.XX.XXXX** (where YI is your initials and XX.XX.XXXX is the date of submission).
* You need to cover every element of each task to pass the assignment. When you have completed each task, re-read the instructions to check that you have done what’s required.
* Check your spelling, grammar and presentation; your work should be professionally presented
* It is very important that your assignment represents your own work, written in your own words. In returning this assignment, you are agreeing to have it processed by similarity detection software. This will highlight text found in your work which matches text found on the internet, in journals and books, and in other submitted assignments. If you are in any doubt about what you may or may not include in your assignment, please consult your course tutor before submission.
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| *Please use the headings shown below when writing up your assignment* | **Assessment Criteria** |
| **1Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements** Use quality standards or any other appropriate metrics to critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements.You are then required to evaluate your own ability to manage quality to meet or exceed customer requirements and provide a conclusion or recommendations.   | * Critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements (36 marks)
* Evaluate own ability to manage quality to meet or exceed customer requirements (24 marks)
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| **Be able to plan and implement projects to meet, and if possible exceed, customer requirements**Develop and implement an improvement plan, based on issues identified in the previous section, that identifies and prioritises areas for improvement, defines success criteria, and sets targets for improvements to meet, and if possible exceed, customer requirements. | * Develop an improvement plan that is designed to meet and, if possible, exceed customer requirements (24 marks)
* Implement improvement plans designed to meet or exceed customer requirements (16 marks)
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| Your Assignment |
| **By submitting I confirm that this assessment is my own work** |
| Name |  | Date |  |