**Change**

***2013, Question 6***



***2012, Question 6***

Discuss the benefits **and** risks of empowering employees within a business.

(20 marks)

***2009, Question 5***

**(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. (20 marks)

**(B)** Discuss the benefits of Total Quality Management ‘TQM’ to a manufacturing business.

(20 marks)

***2008, Question 5***

**(C)** Describe **two** strategies that a business organisation can use to manage change.

Use examples to support your answer. (20 marks)

***2008, Question 6***

**(C)** Illustrate the impact of new technologies on business opportunities. (20 marks)

**(60 marks)**

***2007, Question 5***

**(C)** Explain the term TQM and describe how it can be of benefit to an organisation.

(20 marks)

***2004, Question 5***

1. Explain how the Empowerment of Workers and Total Quality Management have changed

the role of managers. (20 marks)

1. Outline the benefits of teamwork to the employees of a business organisation. (20 marks)

(C)Illustrate how the introduction of technology affects an enterprise’s

**(i)** Business costs and

**(ii)** Business opportunities. (20 marks)

***2001, Question 5***

