

How Organisation can Achieve Value for Money When ...

Score: _____

1. Customers have expectations, which of these are not a listed expectation?

- A An efficient and polite service before, during and after a transaction
- B Good-quality and value-for-money products and services
- C Complaints and problems to be dealt with properly
- D Their opinion to matter
- E Quantity over quality

2. Explain how organisations can provide their customers with value for money?

3. There are a number of expectations required when working with suppliers and physical resources, which of these is not a requirement?

- A The product should be sustainable
- B The product should be fit for purpose
- C The product should be ethically and legally sourced
- D You should be able to be reuse, recycle or recondition the product
- E The product should be manufactured within the same operating country as the organisation

4. How might organisations monitor and gather evidence to report on the achievement of value for money?
