**1** BEI is a multinational company. It manufactures aeroplanes. Quality assurance is important. BEI has 5000 employees. BEI's directors have announced plans to reduce the size of its workforce (downsize). The Human Resources Director is considering which employees to make redundant. Information about employee A can be found in Table 1.1.

**Table 1.1**

| **Information about employee A** |
|---|
| • Worked at BEI for 1 year |
| • Worked at another manufacturing business for 12 years |
| • Able to use most of the machines at BEI |
| • Often late for work |
| • Popular with other employees |
| • Left school with 2 IGCSEs |

**(a)** Define 'quality assurance'.

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..... [2]

**(b)** Identify **two** reasons why a business might reduce the size of its workforce.

Reason 1: .....

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Reason 2: .....

..... [2]

**(c)** Outline, with reference to BEI, the difference between redundancy and dismissal.

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..... [4]

**(d)** Explain **one** advantage and **one** disadvantage of BEI making employee A redundant.

Advantage: .....

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Explanation: .....

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Disadvantage: .....

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Explanation: .....

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..... [6]

**(e)** Explain **two** possible benefits to a country of a multinational company locating there. Which benefit is likely to be the most important? Justify your answer.

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..... [6]