



## Professional Qualification in BUSINESS MANAGEMENT

### Level 4 Diploma

#### UNIT 3 - OPERATIONS MANAGEMENT

##### Question 1

- (a) **Describe** the aims and objectives of not for profit organisations. (8 marks)
- (b) **Discuss** the relationship between human resources and operations in business organisations. (12 marks)

##### Question 2

- (a) **Explain ONE** advantage and **ONE** disadvantage of division of labour in a business. (8 marks)
- (b) **Discuss** the potential advantages of holistic planning to a business. (12 marks)

##### Question 3

**Distinguish** between operations and operations management, using examples to support your answer. (20 marks)

##### Question 4

- (a) **Describe TWO** principles of supply chain management. (8 marks)
- (b) **Discuss THREE** ways in which the supply chain impacts on the operations of a business. (12 marks)

##### Question 5

- (a) **Describe TWO** features of value chain analysis. (8 marks)
- (b) **Assess**, with the use of examples, the contribution that appropriate benchmarks can make to the evaluation of operational management within a business. (12 marks)